May 9, 2025

Council File: 22-1262
Council District: All
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Mayor, City of Los Angeles
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Legislative Assistant

TRANSMITTAL: REPORT ON FY 2023-24 CITYWIDE LANGUAGE ACCESS ANNUAL REPORT

SUMMARY

The General Manager of the Community Investment for Families Department (CIFD) respectfully requests that you review this transmittal and forward it to the appropriate committee for further consideration.

Through this transmittal, CIFD provides a report back on Council File (C.F.) 22-1262. This Citywide Language Access Report outlines the key findings and recommendations based on reported data by 41 City departments in the nine (9) key areas aligned with the Citywide Language Access Plan (LAP). This inaugural report provides the City with baseline data that establishes the current status of language access implementation and serves as a benchmark to measure progress in upcoming years.

RECOMMENDATIONS

The General Manager of CIFD respectfully requests that the City Council, subject to the approval of the Mayor:

A. **NOTE and FILE** the Community Investment for Families Department report dated May 7, 2025 relative to the Citywide Language Access Annual Report FY 2023-24.

    B. AUTHORIZE the CIFD General Manager, or designee, to make any technical adjustments that may be required to implement the intent of the Citywide Language Access Annual Report FY 2023-24.

BACKGROUND

Executive Directive 32 (ED 32), signed during the Garcetti Administration, formally established the Citywide Language Access Working Group (LAWG) led by CIFD's Office of Immigrant Inclusion and Language Access (OIILA). This office oversees the Citywide language access program and works directly with City departments through designated liaisons who make up the LAWG. Through regularly scheduled convenings, LAWG focuses on improving access to City information, programs, and services for English Language Learner (ELL) Angelenos, as directed by the Citywide LAP.

In compliance with ED 32 and as directed by the Citywide LAP, 41 City departments submitted language access data to CIFD. For this inaugural reporting period, City departments were required to submit their annual report data to CIFD by no later than 60 days after the end of the fiscal year. The submission deadline was extended to November 21, 2024, to allow additional time for all departments to file data for the first time. All 41 departments met the data submission deadline. The Citywide LAP also directed CIFD to compile this data and prepare the Citywide Language Access Annual Report for delivery to the Mayor, the City Council, and the City Attorney.

This report provides an executive summary of language access data, highlighting key trends in implementing the Citywide LAP. It aims to assess how departments are meeting the plan's objectives and requirements, and offers recommendations to strengthen language access initiatives, maintain compliance, and better serve and inform ELL residents.

DISCUSSION

The City of Los Angeles is one of the top multilingual cities in the United States and the world, with more than 220 languages spoken in the region. The City of Los Angeles is a place of belonging, where people from every corner of the globe come to contribute to the vibrancy of one of the most diverse places in the world. The City of Los Angeles is home to 1,353,048 foreign-born individuals, and among those five years of age and over, 57.9% speak English less than "very well" (U.S. Census Bureau, 2023 American Community Survey 1-year estimates).

The effects of the COVID-19 pandemic and other recently declared states of emergency have underlined the importance of providing professionalized, high-quality language access services to ensure that all constituents, regardless of their linguistic background, have access to vital information in a timely and culturally responsive manner. This language access report, completed after a full implementation cycle, provides an executive summary of data submitted by City departments. The report covers key areas, including bilingual/multilingual staffing, language access services, language service vendors, including community-based organizations (CBOs), and language access training provided to department staff.

CIFD developed standardized data collection tools and procedures to streamline the reporting process and facilitate cross-departmental analysis across 41 City departments. Data was collected through a coordinated process and requested information across the nine sections of the Citywide LAP.

The sections that follow synthesize the reported data submitted by 41 City departments:

1. **Bilingual / Multilingual Department Staff**
   There are 3,909 certified bilingual staff currently placed within 38 out of 41 departments. Certified bilingual staff members hold certifications in 34 languages, with the most common language certifications mirroring the City's Tier 1 languages of Spanish, Korean, Armenian, Chinese (Cantonese and Mandarin), Filipino/Tagalog, and Farsi. There are 36 of 38 City departments that have reported the levels of certification per language. City employees who earn Level 1 certification have conversational fluency and can speak to constituents in a language other than English. Employees who receive a Level 2 certification have conversational fluency and can interpret in a language other than English. City employees have Level 1 certifications in 26 languages and Level 2 certifications in 18 languages.

2. **Vital Documents**
   The Citywide LAP defines vital documents as paper or electronic written materials necessary for ensuring meaningful access. These documents contain information critical for individuals to obtain City services, programs, and/or benefits. Of 41 City departments, 30 reported translating 1,959 vital documents as part of the Citywide LAP. Under this plan, City departments are responsible for translating all critical documents and information into Tier 1 Languages.

3. **Language Service Vendors**
   29 out of the 41 City departments have reported working with vendors and partnering with CBOs. City departments contracted with 36 language service vendors who provided a variety of services, including interpretation and translation. Five (5) out of the 41 City departments have reported partnerships with 51 CBOs, many of which serve as subcontracting agencies. There are 43 out of the 51 partnering organizations that identified specific language coverage. As a collective, partnering CBOs have the capacity to cover 26 different languages that fall within and outside the City's Threshold Languages.

4. **Interpretation Services**
   There are 28 out of 41 City departments that reported providing interpretation services through various modes, including telephonic, in-person, and video remote interpretation, as well as captioning, and Communication Access Real-Time Translation (CART). Interpretation services were offered in 29 different languages.

5. **Language Access Training**

   There are 11 City departments that reported providing a total of 41 training sessions to their staff on various topics related to language access. These trainings were provided by City departments to their staff and subcontractors, through interagency collaboration among City entities and with support from contracted vendors. In all, 1,404 staff members participated in these training sessions.

6. **Education and Outreach Efforts**

   Thirteen of the 41 City departments reported engaging in education and outreach efforts to inform the public about language services. These efforts included staff training, mailers, surveys, signage, and language options in customer service phone trees.

7. **Engagement Efforts for Emergency Response Languages**

   Five (5) of the 41 City departments reported conducting outreach to constituents whose primary language is one of the City's Emergency Response Languages.

8. **Language Access Expenditures**

   During this reporting period, twenty-four City departments actively tracked language access expenditures. Collectively, these departments invested $3,871,476 in language access services and initiatives.

   While six (6) departments did not provide specific breakdowns of their language access expenditures, seventeen City departments provided itemized breakdowns in the categories of translation services, interpretation services, communications, printing and marketing materials, and outreach and engagement services. These 17 departments that tracked their language service expenditures, reported an investment of $2,348,235 in language access services.

9. **Language Access Constituent Evaluations**

   For this reporting period, no City department submitted language access evaluations. These are expected in the next reporting period.

The details of this report, including summaries of all reported data, are included in (Attachment 1).

The findings of this report will be discussed with assigned City department language access liaisons, and help to inform the content of regularly scheduled LAWG meetings. The baseline data established by this report will also inform technical assistance provided to City departments, helping guide them toward full implementation of the Citywide LAP.

SUMMARY OF ITEMS FOR FUTURE CONSIDERATION

Informed by key findings, this Citywide Language Access Report presents ten data-driven recommendations aimed at advancing inclusivity and equity in access to information and services for all language communities. These strategies are designed to enhance compliance with the Citywide LAP and promote more effective, culturally responsive communication:

Immediate Recommendations:
1. Cross-Department Collaboration - Foster multifaceted collaboration among teams across departments to strengthen language access efforts.
2. Public Awareness Campaign - Expand outreach to increase public awareness of available language services and educate communities on how to access them.
3. Enhance Quality Assurance for Language Services - Implement additional review layers for translated materials and interpretation services by certified staff and/or community partners to ensure accuracy and cultural relevance.
4. Community-Based Partnerships - Establish compensated partnerships with community-based organizations to provide timely, accurate, and culturally responsive language support in all threshold languages.
5. Staff Training and Capacity Building - Strengthen language access training for City employees and partner agencies to improve linguistic and cultural competency.
6. Improve Data and Evaluation Systems - Enhance systems for tracking, evaluating, and collecting data to align with reporting requirements and inform future planning.

Long-Term Recommendations:
While these recommendations have no immediate budget impact, further analysis is necessary to assess long-term resource needs:

7. Standardized Language Access Training - Continue developing comprehensive training programs that lead toward a standardized citywide curriculum focused on cultural and linguistic competency.
8. Expand Staffing Capacity - Increase staffing within CIFD and departmental language access teams to improve compliance, data analysis, coordination of services, outreach, and training.
9. Strategic Bilingual Recruitment - Prioritize hiring candidates with bilingual abilities in a larger array of languages, particularly Tier 1 languages, to strengthen internal communication with diverse communities.
10. Centralized Crisis Language Support Team - Assess the feasibility of establishing a centralized team of highly qualified translators and interpreters to provide 24/7 year-round assistance to City departments during crises, emergencies, and disasters.

FISCAL IMPACT STATEMENT

The Citywide Language Access Report does not have a fiscal impact on the General Fund; however, if any of the items for future consideration are recommended for implementation, further analysis would be needed to determine the impact.

ABIGAIL R. MARQUEZ
General Manager
ARM:VM:JR:ID:NR

ATTACHMENT

Attachment 1: Citywide Language Access Annual Report FY 2023-2024

Citywide Language Access Annual Report

Executive Summary
FY 2023-2024

FEBRUARY 2025

TABLE OF CONTENTS

Dear Colleagues and Fellow Angelenos,

Los Angeles is one of the most linguistically diverse cities in the nation, home to communities that speak more than 200 languages. Working to support residents — regardless of the language they speak — access city services and fully participate in civic life is fundamental to our vision for an inclusive and equitable city. Language should never be a barrier to opportunity, safety, or engagement with local government.

Our commitment to language access is not just about policy — it is about ensuring that every resident feels heard, valued, and included. The Citywide Language Access Program, which was created by Mayor Garcetti's Executive Directive 32, provides meaningful access to city services for English language learners, immigrant and refugee communities.

This Citywide Language Access Annual Report highlights the progress we have made in strengthening language access policies, expanding interpretation and translation services, and developing innovative strategies to better serve our diverse communities. By enhancing our outreach efforts, particularly during moments of crisis, we are providing Angelenos with vital information and resources when they need them most.

While we have made significant strides, there is still much work to be done. Language access is vital in fostering a more inclusive and connected city where everyone feels heard, valued, and empowered. Ensuring effective communication between residents and local government helps strengthen trust, encourage civic engagement, and enhance the quality of life for all. I encourage all residents to take advantage of existing language access resources.

Together, we are building a Los Angeles where every voice is heard, and every community is empowered.

Sincerely,
Karen Bass
Mayor, City of Los Angeles

OVERVIEW

The City of Los Angeles is one of the top multilingual cities in the United States and the world. With more than 220 languages spoken in the region, the City of Los Angeles is a place of belonging where people from every corner of the world come to contribute to the vibrancy of one of the most diverse places in the world. The City of Los Angeles is home to 1,353,048 foreign-born individuals, and among those five years of age and over, 57.9% speak English less than "very well."[1] Individuals who do not speak English as their primary language and have limited ability to read, speak, write, or understand English are herein referred to as English Language Learners (ELLs).

Governing Language Access Policies and Laws

The creation and implementation of the City's language access policies ensures the City of Los Angeles' continued compliance with federal, state, and local laws and policies. These laws and policies are essential to successfully implementing the City's language access program and preventing unlawful discrimination against our ELL constituency.

<u>Federal</u>

Title VI of the Civil Rights Act of 1964[2] prohibits discrimination based on race, color, or national origin, including limited English proficiency. This law requires recipients of federal financial assistance to take reasonable steps to make their programs, services, and activities accessible to eligible persons with limited English proficiency.

On August 11, 2000, President Bill Clinton signed Executive Order 13166, "Improving Access to Services of Persons with Limited English Proficiency,"[3] providing further guidance for compliance with Title VI of the Civil Rights Act for federal agencies and state and local recipients of federal funds. Executive Order 13166 states that persons with limited English proficiency must be afforded a meaningful opportunity to participate in programs that receive federal funds. As such, policies and practices may not deny or have the effect of denying persons with limited English proficiency equal access to federally funded programs for which such persons qualify. Additionally, if a city agency receives federal funds for a specific program, the entire city agency must meet federal requirements related to language access, not just the recipient program. Similarly, if a city agency receives federal funds for any program, the city, in this case, the City of Los Angeles, must meet federal requirements related to language access, not just the recipient city agency. Effective as of March 1, 2025 by order of Executive Order 14224: Designating English as the Official Language of the United States, Executive Order 13166 has been revoked.[4]

<u>State</u>

California Government Code, Article 9.5 Discrimination Section 11135(a) is a state law that requires certain agencies to provide language access services.[5] This law prohibits discrimination on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, or sexual orientation, under any program that is "conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state."[6] California Code of Regulations Title 22 section 98210(b) defines the term "ethnic group identification" to mean "the possession of the racial, cultural or linguistic characteristics common to a racial, cultural, or ethnic group or the country or ethnic group from which the person or his or her forebears originated."[7]

Furthermore, the Dymally-Alatorre Bilingual Services Act of 1973[8] requires state and local agencies to provide language access services to limited English-proficient speakers and inform the public about the availability of such services.

<u>Local</u>
The City's language access policy emerged as a direct response to the lessons learned during the global pandemic and the declared states of emergency, which elevated the need to make public information accessible to all residents, regardless of their linguistic background. As a result, on December 16, 2021, former Mayor Eric Garcetti signed [Executive Directive 32 (ED 32)](): Strengthening Language Access in the City of Los Angeles. ED 32 was enacted to create more equitable access to City services and information, addressing the identified language barriers in public information. It calls for the creation of the [Citywide Language Access Plan]() (Citywide LAP) as the foundational policy to strengthen the City's language access program and ensure meaningful access to programs and services for ELL constituents. Additionally, the directive establishes the position of the Citywide Language Access Coordinator (Coordinator), responsible for leading the City's language access program and providing guidance to City Departments in creating their individualized plans. This directive also requires Departments to report relevant language access data to the Coordinator.

The inaugural Citywide LAP for Fiscal Years (FY) 2022-24 established the City of Los Angeles' language access policy and served as a model for City Departments to create their individualized Department Language Access Plans (DLAP). As Departments developed their respective plans, they also established formal infrastructure and procedures to provide timely and meaningful access for ELL constituents to programs, services, information, and civic participatory processes. Through this collective initiative, the City of Los Angeles strengthened its commitment to language access to ensure the full inclusion and belonging of our ELL communities representing languages worldwide.

The Citywide LAP and related efforts also advance the goals of Executive Directive 20 (ED 20)[9], which ensures "equal access to facilities, services, and programs without regard to any person's citizenship or immigration status to the maximum extent that the law permits." Additionally, the City's language access program reflects the commitments made by the City in a November 8, 2019, resolution declaring the City of Los Angeles a Welcome City and affirming support in the resettling of refugees no matter their race, religion, gender, gender identity, sexual orientation, nationality or country of origin.[10]

Language Access in the City of Los Angeles
ED 32 institutionalizes the Citywide Language Access Working Group (LAWG) led by the Coordinator, which is currently housed within the Office of Immigrant Inclusion and Language Access (OIILA) in the Community Investment for Families Department (CIFD). Through this role, the Coordinator:
- Leads the Citywide language access program by updating and overseeing the implementation of the Citywide LAP and addressing emerging citywide language access needs.

- Advises on the City's current language access resources available to Angelenos and any emerging needs.

- Works directly with fellow City Departments via designated language access liaisons to collect relevant information, including data and documents, in order to make pertinent updates to the Citywide LAP that serves all Angelenos.

- Conducts LAWG meetings, composed of liaisons from 41 City Departments, which meet regularly to focus on improving access to City information, programs, and services for ELL Angelenos, as directed by the Citywide LAP.

OIILA has provided critical technical assistance and guided all City Departments toward implementing the City's language access policy more fully. Through its work in FY 2023-24, OIILA:
- Hosted 10 LAWG Meetings,
- Provided over 60 technical assistance one-on-one sessions with City Departments,
- Developed 11 resources to facilitate and optimize the provision of language access services, including a spreadsheet of vendor contracts that City Departments may tap into for their language access needs,
- Created 10 templates for the implementation of the Citywide LAP,
- Coordinated eight (8) trainings for LAWG members to enhance data collection and communications accessibility,
- Increased the utilization of language access services by elevating public awareness of the availability of language access services and
- Developed recommendations and provided input for several Council actions and motions.

The Citywide LAP establishes threshold languages identified using a combination of data sources, including the American Community Survey (ACS), the Los Angeles Unified School District, the California Department of Education, the Los Angeles City Planning Department, and Community-Based Organizations (CBOs). The threshold languages are listed in order of prevalence, from highest to lowest, and are organized into four categories: Tier 1, Tier 2, Tier 3, and the Emergency Response Languages. Each language tier represents varying levels of responsibility for the provision of language services; however, Departments are required to make good faith attempt to provide language services to every constituent who seeks their information and services regardless of their preferred language (See **Appendix A** for City of Los Angeles Threshold Languages and corresponding responsibilities).

As part of the Language Access Annual Report process, 41 City Departments submitted data to the Coordinator (See **Appendix B**). This data establishes a baseline for the number of bilingual/multilingual staff, language access services, language service vendors, including CBOs, and language access training provided to Department staff.

This report provides an executive summary of language access data, highlighting key trends in implementing the Citywide LAP. It aims to assess how well Departments meet the plan's objectives and requirements and provides recommendations to enhance the effectiveness of language access initiatives, ensure continued compliance, and better serve and inform ELL residents.

Annual Report Data Collection Methodology

OIILA developed standardized data collection tools and procedures to streamline the reporting process and facilitate cross-departmental analysis across 41 City Departments. Data was collected through a Google Form, which included a spreadsheet attachment submission that all Departments used to compile information based on key sections of the Citywide LAP.

The following lists information submitted by City Departments as part of their Annual Report spreadsheet for this Language Access Annual Report:

1. **Bilingual / Multilingual Department Staff**: The Departments provided an updated list of certified bilingual staff, including language and bilingual premium certification levels.

2. **Vital Documents:** Departments provided an updated list of each vital document, including details on available languages, organized by program or document type.

3. **Language Service Vendors:** Departments provided a list of the language service vendors they contracted with this year, including details on the specific language services and coverage offered.

4. **Interpretation Services:** Departments provided a list of events they hosted where interpretation services were provided.

5. **Language Access Training:** Departments provided an updated list of language access-related trainings hosted for staff during FY 2023-24. For each training, the Departments identified who developed the training, briefly described the content, and reported the number of staff who attended.

6. **Education and Outreach Efforts:** Departments identified education and outreach efforts made during the FY 2023-24 to expand public awareness of the availability of free language services.

7. **Engagement Efforts for Emergency Response Languages:** Departments briefly described language access efforts to engage constituents whose preferred language falls within the Emergency Response Language category.

8. **Language Access Expenditures:** Departments specified how much money was spent on language access services.

9. **Language Access Constituent Evaluations:** Departments provided copies of language access evaluations submitted by constituents.

Key Highlights In Service Provision

All 41 City Departments submitted their annual report data to the CIFD OIILA. Their submissions revealed how the City's language access policy has impacted the provision of language access services for the public. It is important to note that the wide diversity of City Departments has a direct correlation with the nature of their functions, and their level of interaction with the public. As such the following key highlights in service provision, by and large, highlight the work of City Departments that have more frequent touchpoints with the public. It is important to note that these highlights do not offer a complete reflection of the work by inward-facing Departments, many of which perform critical functions that are conducive towards providing language services to the public.

Vital Documents

Vital documents contain information critical to obtaining City services, programs, and/or benefits. 30 out of 41 Departments reported translating vital documents. The following lists the three (3) City Departments with the highest amount of translated vital documents:

1. Public Works: Sanitation and Environment (LASAN)
2. Department of Building and Safety (LADBS)
3. Community Investment for Families Department (CIFD)

Interpretation Services

City Departments provided interpretation services in different modes, which include telephonic, in-person, video remote, captioning, and Communication Access Real-Time Translation (CART). It is important to note that Departments directly involved in public safety and those with active helplines provided general descriptions such as "recurring" and "thousands a day" to characterize the frequency with which these services were rendered. The following lists the five (5) City Departments who reported the highest instances for the provision of interpretation services:

1. Los Angeles Fire Department (LAFD)
2. Los Angeles Police Department (LAPD)
3. Los Angeles Public Library (LAPL)
4. Office of the City Clerk
5. Department of Disability (DOD)

Education and Outreach Efforts

As part of the City's language access policy implementation, City Departments must engage in education and outreach efforts to inform the public of the language services. Data collected revealed that Departments not only engaged in public-facing outreach and education efforts, but internal efforts as well to inform Department staff and subcontractors of the availability of language services to engage with ELL constituents. Further analysis and discussion is needed to provide a clearer definition of efforts that should be categorized as education and outreach. The following list reflects the three (3) City Departments who reported the most active public facing educational and outreach efforts:

1. Community Investment for Families Department (CIFD)
2. Los Angeles City Employees' Retirement System (LACERS)

3. Department of Neighborhood Empowerment (DONE)

Engagement Efforts for Emergency Response Languages

City Departments reported outreach efforts for constituents whose primary language falls within the City's Emergency Response Languages. For this annual report, the frequency of engagement was not collected. The following reflects the City Departments who went beyond the Tier 1-3 categories and reported engagement with the Emergency Response Languages:

- Civil + Human Rights and Equity Department (CHRED)
- Community Investment for Families Department (CIFD)
- Department of Disability (DOD)
- Department of Cannabis Regulation (DCR)
- Emergency Management Department (EMD)

Summary of Key Findings

All City Departments were required to submit their annual report data to the OIILA no later than 60 days after the end of the fiscal year. For this inaugural reporting period, the deadline was extended to November 21, 2024, to allow additional time for all 41 City Departments to file data for the first time.

Overall Compliance

All 41 City Departments are making good-faith efforts to comply with the City's Language Access Initiatives. Most departments actively engage in the regularly scheduled monthly LAWG meetings, recognizing the importance of these efforts and committing to better serve ELL residents. All 41 City Departments met the deadline for submitting their annual language access data, and nearly all City Departments participated in the LAWG meetings designated to guide them in completing and submitting their annual report data. Several consulted regularly with OIILA for individual technical assistance sessions to support submitting their department's annual report.

1. Certified Bilingual Staff

There are 3,909 certified bilingual staff currently placed within 38 out of 41 Departments. Certified bilingual staff members hold certifications in 34 languages, with the most common language certifications mirroring the City's Tier 1 languages of Spanish, Korean, Armenian, Chinese (Cantonese and Mandarin), Filipino/Tagalog, and Farsi. Graph 1 shows the number of City Departments that reported bilingual certifications in each language.
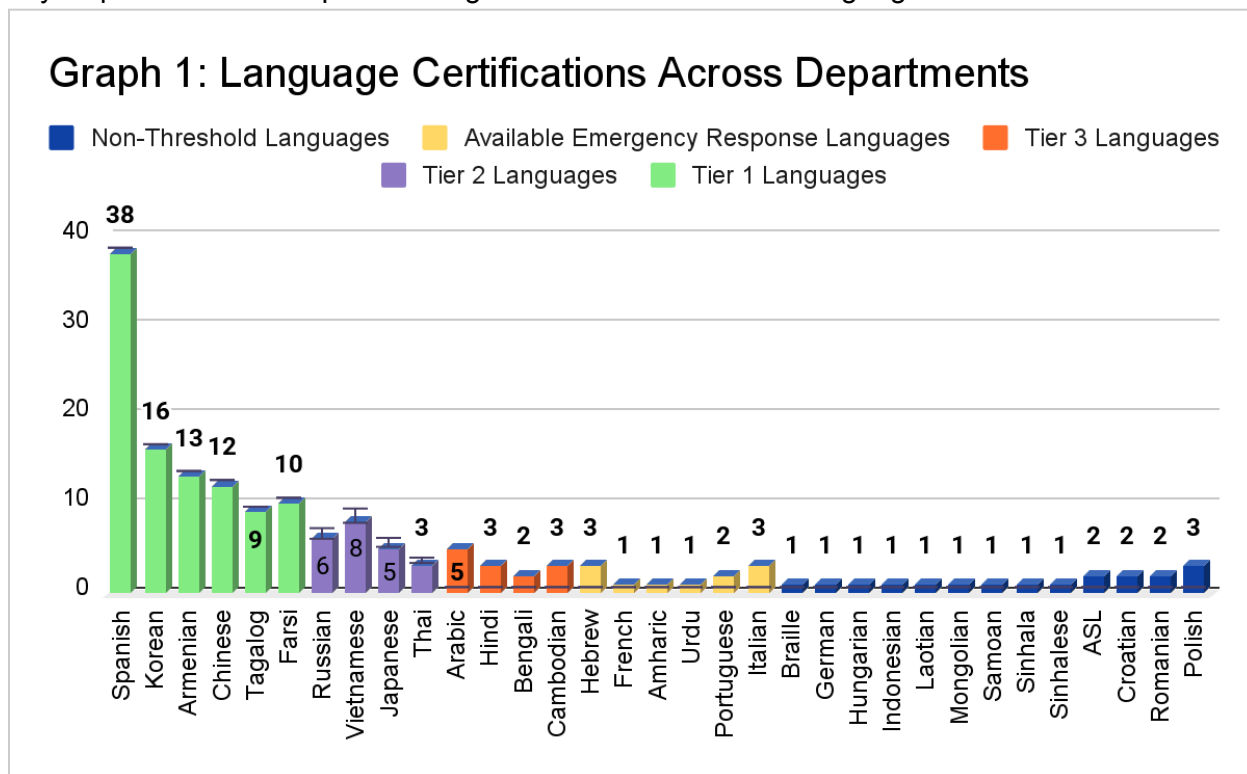
Graph 1: Language Certifications Across Departments

There are 36 of 38 City Departments that have reported the levels of certification per language. City employees who earn Level 1 certification have conversational fluency and can speak to constituents in a language other than English. Employees who receive a Level 2 certification have conversational fluency and can interpret in a language other than English. Some

Departments directly involved with public safety have an additional certification level for dispatchers. Table 1 shows the levels of bilingual certification at various levels for the 36 Departments that reported them:

Table 1: Number of Departments Reporting Staff Members Receiving the Bilingual Premium Bonus at Various Levels

Levels of Bilingual Certification	Number of Departments
Level 1 Only	4
Level 2 Only	4
Levels 1 and 2	24
Level 1, 2, and Dispatch Certification	1
Did not report levels of certification	3

City employees have Level 1 certifications in 26 languages and Level 2 certifications in 18 languages. Table 2 shows the languages in which each Level of the bilingual premium bonus is awarded.

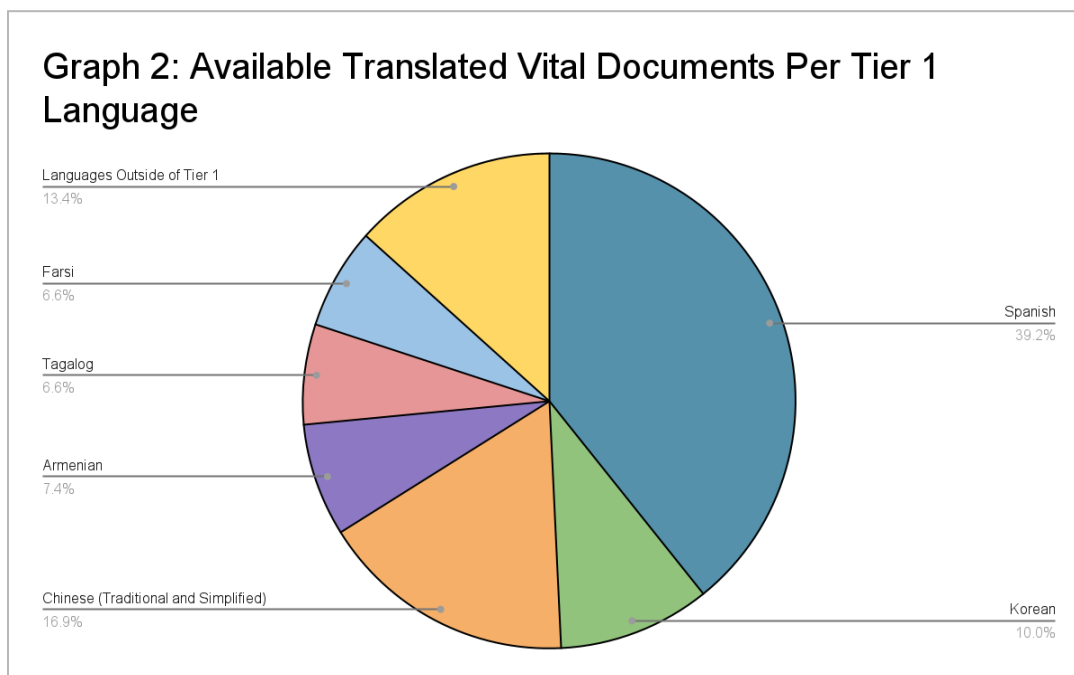### Table 2: Level 1 and Level 2 Language Certifications of City Staff

Level 2 Language Certifications		Level 2 Language Certifications	
Amharic	Italian	Arabic	Tagalog
Arabic	Japanese	Armenian	Thai
Armenian	Korean	Bengali	Vietnamese
ASL	Laotian	Cantonese	
Bengali	Mandarin	Farsi	
Cambodian	Polish	Hebrew	
Cantonese	Portuguese	Hindi	
Croatian	Romanian	Hungarian	
Farsi	Russian	Japanese	
French	Spanish	Korean	
Hebrew	Tagalog	Mandarin	
Hindi	Thai	Russian	
Hungarian	Vietnamese	Spanish	

2. Translated Vital Documents

The Citywide LAP defines vital documents as paper or electronic written materials necessary for meaningful access. Vital documents contain information critical to obtaining City services, programs, and/or benefits. They may solicit important information from a constituent, provide important information to a constituent, or affect a constituent's rights, duties, or privileges regarding the services being provided.

Out of 41 City Departments, 30 reported translating 1,959 vital documents as part of the Citywide LAP. Under this plan, City Departments are responsible for translating all critical documents and information at least into Tier 1 Languages.

Graph 2 Shows the proportion of available translated vital documents per Tier 1 language. City Departments reported having translated materials outside of the Tier 1 languages. These constitute 13.4% of all available translated materials.

Graph 2: Available Translated Vital Documents Per Tier 1 Language

- Languages Outside of Tier 1: 13.4%
- Farsi: 6.6%
- Tagalog: 6.6%
- Armenian: 7.4%
- Chinese (Traditional and Simplified): 16.9%
- Spanish: 39.2%
- Korean: 10.0%

3. Language Service Vendors (Including Community-Based Organizations)

There are 29 out of the 41 City Departments who have reported working with vendors and have partnerships with CBOs. City Departments contracted with 36 language service vendors who provide the following services:

- In-Person Interpretation
- Telephonic Interpretation
- Video Remote Interpretation
- On-Demand Interpretation Services
- Translation
- Transcription
- Subtitling
- Interpretation Equipment Rental
- Captioning (In-Person and Remote)
- Audio Description

Departments reported specific language coverage for 27 out of the 36 vendors. These identified vendors collectively cover 91 languages, including the City's Threshold Languages. Nine (9) vendors provided more general descriptions of language coverage, such as "Over 120 languages" and "Various, including the City Threshold Languages." (See **Appendix C** for a list of reported language coverage by vendors.)

There are five (5) out of the 41 City Departments who have reported partnerships with 51 CBOs, many of which serve as subcontracting agencies. These CBOs provided the following services:

- Translation (Including Braille translation and embossing)
- In-Person Interpretation (Including text-to-speech audio)

- Telephonic Interpretation
- Video Remote Interpretation

There are 43 out of the 51 partnering organizations that identified specific language coverage. As a collective, partnering CBOs have the capacity to cover 26 different languages that fall within and outside the City's Threshold Languages. Table 3 shows language coverage by partnering CBOs. These organizations reported providing services in 17 languages within the City's Threshold languages and nine (9) languages that fall outside the City's Threshold Languages.

Table 3: Language Coverage Reported by CBOs with Partnerships with City Departments

City of Los Angeles Threshold Languages	Languages Outside the City's Threshold Languages
Amharic Armenian Chinese (Cantonese and Mandarin) Farsi Filipino/Tagalog French Japanese K'iche' Khmer/Cambodian Korean Portuguese Russian Spanish Thai Vietnamese Zapotec	American Sign Language Assyrian Braille (translation and embossing) Deaf Interpretation Deaf-Blind Tactile interpreting French Creole Mexican Sign Language Turkish Wolof

4. Provision of Interpretation Services

There are 28 out of 41 City Departments who reported to have provided interpretation services in various modes. These include:
- Telephonic Interpretation
- In-Person Interpretation
- Video Remote Interpretation
- Captioning
- Communication Access Real-Time Translation (CART)

The frequency with which these services were offered varied greatly. Departments directly involved in public safety and those with active helplines provided general descriptions such as "recurring" and "thousands a day" to characterize the frequency with which these services were rendered.

Interpretation services were offered in 29 different languages. (Consult **Appendix D** for further details on the variety of languages offered per mode of interpretation.) Eighteen City Departments provided a specific quantity on the provision of interpretation services. When

aggregated, these 18 Departments were reported to have provided interpretation services 684 times. Table 4 provides a breakdown of the interpretation service by varying modes:

Table 4: Number of Times Interpretation Services Were Provided Organized by Mode of Interpretation

Mode of Interpretation	Number of Times Provided
Telephonic Interpretation	6
In-Person Interpretation	430
Video Remote Interpretation	108
Captioning	3
Communication Access Real-Time Translation (CART)	137

5. Staff Training on Language Access

There are 11 City Departments that have reported providing a total of 41 trainings to their staff on various topics related to language access. These trainings were provided by City Departments to their staff and subcontractors, in interagency collaboration between City entities, and by contracted vendors. In all, 1,404 staff members participated in these training sessions.

The following provides a list of topics covered as part of these trainings:
- How to Access and Request Translation and Interpretation Services
- Effective Presentations: Interacting with Interpreters at Events and Council Meetings
- Plain English Principles
- Effective Report Writing: Requesting Translation Services and Document Accessibility Review by the Department on Disability
- Language Access
- Election Outreach for Bilingual Staff
- Accessing On-Demand Interpretation Services for Council and Public Services
- Communication Accessibility
- Roles and Functions of Department Language Access Liaisons
- Language Data Organized by Council District
- Introduction to LAHub
- Communication Accessibility for Vital Documents and Vital Information
- Optimizing Navigation of City Programs and Information
- Best Practices for the Provision of Language Access Services
- Introduction to Office of Immigrant Inclusion and Language Access
- On-Demand Interpretation: Responding to the Diverse Language Needs of Angelenos
- Digital Accessibility Best Practices: How and When to Secure Sign Language and Captioning Services
- Disability-Related Accommodation Request (Captioning)
- Bilingual Certification Program
- Basic Spanish for Library Staff
- Latino Heritage Month
- Engagement Plan Template: Serving Communities According to their Language Needs

6. Education and Outreach Efforts to Inform the Public of the Availability of Language Services

There are 13 out of the 41 City Departments who reported that they have engaged in education and outreach efforts to inform the public of the language services. Reported efforts can be categorized into the following two classifications:

- Internal: Education and outreach efforts geared towards informing Department staff and subcontractors on the availability of language services and how to access these for interactions with ELL constituents.

- Public-Facing: Education and outreach efforts are geared towards informing the public of the availability of language services provided by the City and how to request them.

City Departments reported eight (8) internal education and outreach efforts and 13 public-facing education outreach efforts. These education and outreach efforts included staff training, mailers, surveys, signage, and the availability of language options in customer service phone trees. Table 5 shows the linguistic communities reached by these efforts focused on increasing awareness of the availability of language services.

Table 5: Outreach Efforts Conducted for Various Linguistic Communities to Inform the Public of the Availability of Language Services

Tier 1 Languages	Tier 2 Languages	Tier 3 Languages	Emergency Response Languages	Outside the City's Threshold Languages
Spanish Korean Armenian Chinese (Simplified, Traditional; Cantonese, Mandarin) Filipino/Tagalog Farsi (Persian)	Japanese Russian Thai Vietnamese	Arabic Bengali Hindi Khmer/ Cambodian	Amharic Ayuujk Chinantec French Haitian Creole Hebrew Ilocano Italian K'iche' Pashto Portuguese Punjabi Q'anjob'al Ukrainian Urdu Yoruba Zapotec	American Sign Language Burmese Hmong Polish Somali

7. Outreach Efforts for Constituents Whose Primary Language Fall Within the City's Emergency Response Languages

There are five (5) out of the 41 City Departments who have reported outreach efforts for constituents whose primary language falls within the City's Emergency Response Languages. Such outreach efforts included:

- Ensuring comprehensive language coverage by identifying language vendors and CBOs who provided services in the Emergency Response Languages,
- Creating public-facing materials in some of the Emergency Response Languages to inform the public of available assistance for constituents who experience discrimination,
- Community listening sessions with CBOs who serve linguistic communities who speak the Emergency Response Languages,
- Engaging in research and data collection to deepen understanding of communities who speak the Emergency Response Languages,
- Enhancing data collection fields in intake forms to include emergency response languages and
- Translating regularly published educational material in the Emergency Response Languages.

8. Language Access Expenditures

City Departments were in different stages of tracking language access expenditures. Twenty-four City Departments actively tracked language access expenditures during this reporting period. Collectively, all reporting Departments invested $3,871,476.00 in language access services and efforts.

While six (6) Departments did not provide specific breakdowns of their language access expenditures, seventeen City Departments provided itemized breakdowns of their language access expenditures in the categories:
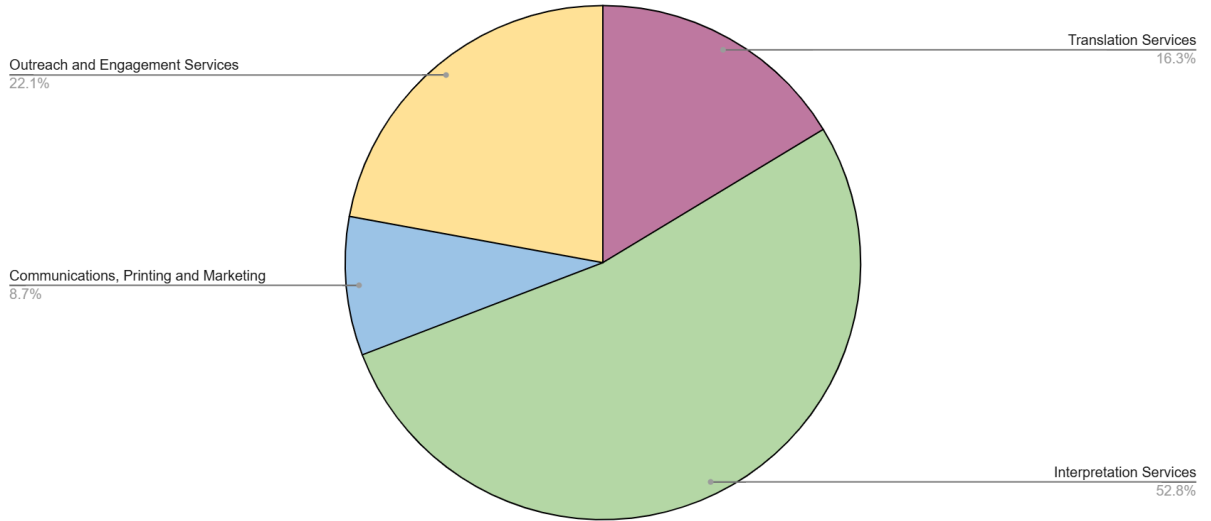- Translation Services
- Interpretation Services
- Communications, Printing, and Marketing Materials
- Outreach and Engagement Services

The 17 Departments that tracked their language service expenditures by the above-listed categories reported an investment of $2,348,235 in language access expenditures. By dollar amounts, these City Departments reported the following allocation of funds for each category:
- Translation Services: $383,347
- Interpretation Services: $1,240,771
- Communications, Printing and Marketing Materials: $204,730
- Outreach and Engagement Services: $519,387

Graph 3 shows the proportion of language access expenditures for the 17 City Departments that tracked expenses by category.

Graph 3: Language Access Expenditures by Category

Outreach and Engagement Services
22.1%

Translation Services
16.3%

Communications, Printing and Marketing
8.7%

Interpretation Services
52.8%

9. Language Access Constituent Evaluations

For this reporting period, no City Departments submitted language access evaluations.

Recommendations

Language access will continue to be a priority for the City of Los Angeles, especially for Departments with direct touchpoints with the public. Language access must be foundational to all aspects of normal operations and planning. Department staff members at various levels, such as management and designated liaisons, should review language access requirements regularly with their staff and incorporate language access compliance elements in plans and budgets. The following actions should be considered to strengthen language access compliance with the Citywide Language Access Plan. The following recommendations for the upcoming FY 24-25 bear no impact to the current City Budget; however if the Council wishes to move forward with the recommendations, further analysis would be needed to determine the impact to the City's budget:

- **Multifaceted Collaboration Across teams within City Departments**
  Language access efforts should be multifaceted and involve efforts from various teams within each Department. Beyond designated liaisons being knowledgeable of tools for language access implementation and language service request protocols, additional teams, such as but not limited to communications, information technology, and customer service agents, should work collaboratively to elevate the visibility of the availability of language access services for the public.

- **Increased Public Awareness of the Availability of Language Services**
  OIILA and City Departments have made significant strides in formalizing structures for coordinating language services, arranging such services, and preparing and translating standardized language to inform the public about them. However, greater awareness is necessary to bring this work to the forefront and educate the public about the availability of City-provided language services.

- **Layers for Review of Translated Material and Interpretation**
  To provide appropriate and culturally responsive language services, especially in high-stakes emergencies, bilingually certified staff members and/or community partners must review translation and interpretation work done through vendors or automated or machine translation. This additional layer of review will ensure the public has access to culturally linguistic and localized vocabulary, grammar, context, and language nuances.

- **Compensated Partnerships with Community-Based Organizations**
  Language vendors provide an exhaustive list of their language coverage; however, many reported challenges sourcing linguists in various languages, including many of the City's Emergency Response Languages, especially the indigenous languages. Facilitating compensated partnerships with local CBOs ensures the City has immediate touchpoints with organizations that work directly with various linguistic communities. Furthermore, such compensated partnerships can help the City provide more timely, accurate, comprehensive, and culturally responsive coverage of language services in the City's threshold languages.

- **Language Access Staff Training**
  During FY 2023-24, only 11 out of 41 City Departments provided language access training for staff and subcontractors, focusing mainly on how to access language services. To better prepare City employees and partnering agencies to provide

linguistically relevant and culturally competent services, more City Departments should offer training, such as Plain Language Principles and Culturally Responsive Practices, to ensure that City services are more relevant and linguistically accessible to ELL residents.

- **Improve Tracking, Evaluation, and Data Collection**
  During this inaugural annual report data collection cycle, many Departments reported that they did not have the data collection mechanisms to meet some of the requirements of this reporting cycle. Through earlier and more robust technical assistance and guidance as part of LAWG meetings, Departments will be more familiarized with the data requirements of the Annual Report cycle. Going into its second reporting cycle, Departments will improve tracking, evaluation, and data collection mechanisms and tools for accessing language data.

Looking to the future, the City must continue to buttress its language access program through long-term initiatives. While the following recommendations bear no immediate impact to the City's budget, further analysis would be needed to determine the impact of these long-term recommendations:

- Continued development of language access training that leads towards the establishment of standardized citywide training on cultural and linguistic competency.

- Increasing staff capacity for the Office of Immigrant Inclusion and Language Access (OIILA) and Departmental language access teams to allow for stronger compliance, data documentation and analysis, the coordination of translations and interpretations, outreach and education, and training.

- Recruitment of candidates with bilingual abilities in a larger array of languages, especially in Tier 1 languages, to ensure the City's internal capacity to seamlessly communicate with all residents whose preferred language is part of the Threshold Languages.

- Exploring the viability of having a centralized team of highly qualified translators and interpreters to provide 24/7 year-round assistance to City Departments during crises, emergencies, and disasters.

It is critical that the public sector continues to invest in equitable access to the City's information, services, and programs to create an environment where ELL constituents can thrive. Looking ahead, the City's goal is to strengthen language accessibility to ensure ELL residents have the same level of access as English speakers to vital services and information that impact their well-being. This inaugural annual report establishes a baseline of the current state of language access in the City. It is the collective responsibility of OIILA, in partnership with City Departments and other stakeholders, to strategize and work towards a stronger and more inclusive language accessibility.

Appendix A
Table 1: City of Los Angeles Threshold Languages

Tier 1	1. Spanish 2. Korean 3. Armenian 4. Chinese[1] 5. Filipino /Tagalog 6. Farsi (Persian)	For these languages, must: ● Provide visible, in-person and online translated written notice of the Department, Bureau and Office's responsibility to provide language access services. ● Be responsive to ELL requests for language access. ● Provide translation for all vital documents and information. ● Ensure targeted outreach of services, programs, and events. ● Be prepared to provide interpretation in these languages at all public events, in response to advance requests submitted. ● Procure vendors who can provide services in these languages. ● Prioritize the hiring and/or certification of bilingual/multilingual staff in these languages.
Tier 2	7. Russian 8. Vietnamese 9. Japanese 10. Thai	For these languages, must: ● Provide visible, in-person and online translated written notice of the Department, Bureau and Office's responsibility to provide language access services. ● Be responsive to ELL requests for language access. ● Procure vendors who can provide services in these languages. ● Prioritize the hiring and/or certification of bilingual/multilingual staff in these languages. For these languages, consider: ● Providing translation for all vital documents and information. ● Ensuring targeted outreach of services, programs, and events. ● Being prepared to provide interpretation in these languages at all public events in response to advance requests submitted.
Tier 3	11. Arabic 12. Hindi 13. Bengali 14. Khmer /Cambodian	For these languages, must: ● Provide visible, in-person and online translated written notice of the Departments, Bureaus and Offices responsibility to provide language access services. ● Be responsive to ELL requests for language access. ● Procure vendors who can provide services in these languages. For these languages, consider: ● Providing translation for all vital documents and information. ● Ensuring targeted outreach of services, programs, and events. ● Being prepared to provide interpretation in these languages at all public events in response to advance requests submitted. ● Prioritizing the hiring and/or certification of bilingual/multilingual staff in these languages.

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[1] There are two primary Chinese writing systems: Traditional and Simplified Chinese. The two systems are mutually intelligible. Prioritizing translation into Traditional Chinese for written materials is recommended. For oral interpretation, Cantonese is recommended as priority, but Departments, Bureaus, and/or Offices should conduct a regional and service population analysis to assess when Mandarin is needed.

As emergencies, including but not limited to declared states of emergency in the City of Los Angeles, that require mass dissemination of information and services to the public arise, the Coordinator will determine if it is necessary to expand the City's threshold languages to the following list of sixteen (16) emergency languages listed in Table 2. In such cases, all emergency response-related communications, services, and materials must be disseminated and provided in the thirty-one (31) threshold and emergency languages, at a minimum. This may include providing urgent language access services such as interpretation, translation, and creation of culturally relevant materials in order to reach key ELL populations affected. This requirement is not intended to delay or prohibit Departments, Bureaus and Offices from issuing emergency communications in a timely manner.

Table 2: City of Los Angeles Emergency Response Languages

15.	Hebrew	24.	Ukrainian
16.	French	25.	Italian
17.	Amharic	26.	Haitian Creole
18.	Punjabi	27.	Q'anjob'al
19.	Urdu	28.	Ayuujk
20.	Ilocano	29.	Zapotec
21.	Portuguese	30.	K'iche'
22.	Pashto	31.	Chinantec
23.	Yoruba		

Appendix B
List of City Departments

Department of Aging (LADOA)
Los Angeles World Airports (LAWA)
Department of Animal Services
Department of Building and Safety (LADBS)
Department of Cannabis Regulation (DCR)
Office of the City Administrative Officer (CAO)
Office of the City Attorney
Office of the City Clerk
City Tourism Department (CTD)
Civil + Human Rights and Equity Department (CHRED)
Community Investment for Families Department (CIFD)
Department of Cultural Affairs (DCA)
Department of Disability (DOD)
Economic and Workforce Development Department (EWDD)
El Pueblo de Los Angeles Historical Monument
Emergency Management Department (EMD)
Office of Finance
Los Angeles City Fire Department (LAFD)
Department of Fire & Police Pensions (LAFPP)
Department of General Services (GSD)
Harbor Department (Los Angeles Port Police)
Housing Authority of the City of Los Angeles (HACLA)
Los Angeles Housing Department (LAHD)
Information Technology Agency (ITA)
Los Angeles Public Library (LAPL)
Los Angeles City Employees' Retirement System (LACERS)
Department of Neighborhood Empowerment (DONE)
Personnel Department
City Planning Department
Los Angeles Police Department (LAPD)
Board of Public Works (BPW)
Public Works: Contract Administration (BCA - Bureau of Contract Administration)
Public Works: Engineering (BOE)
Public Works: Sanitation and Environment (LASAN)
Public Works: Street Lighting
Public Works: Street Services (BSS)
Department of Recreation and Parks
Department of Transportation (LADOT)
Department of Water and Power (LADWP)
Youth Development Department (YDD)
Los Angeles Zoo

Appendix C
Reported Language Coverage by Vendors

Tier 1 Languages	Armenian Chinese (including Traditional and Simplified for writing, Cantonese and Mandarin for spoken) Farsi (Persian)	Filipino/Tagalog Korean Spanish
Tier 2 Languages	Japanese Russian	Thai Vietnamese
Tier 3 Languages	Arabic Bengali	Hindi Khmer/Cambodian
Emergency Response Languages	Amharic Ayuujk Chinantec French Haitian Creole Hebrew Ilocano Italian	K'iche' Pashto Portuguese Punjabi Q'anjob'al Ukrainian Urdu Yoruba Zapotec
Outside the City's Threshold Languages	Albanian American Sign Language Astroindonesian languages Bahasa Bangala Bosnian Brazilian Portuguese Bulgarian Burmese Canadian French Chuukese Croatian Czech Dari Deaf-Blind Tactile Certified Deaf Interpreter Dutch French Creole Fulani German Greek Hausa Hawaiian Hmong Hungarian Igbo Indonesian Karen Kinyarwanda Kurdish	Laotian Latvian Lingala Macedonian Malay Mexican Sign Language Navajo Nepali Nigerian Pidgin Oromo Pidgin Polish Romanian Samoan Serbian Shanghainese Slovenian Somali Swahili Swedish Syrian Taiwanese Tamil Telugu Tigrinya Tiringa Trilingual-(Spanish/English) Sign Language Turkish Uzbek

Appendix D
Languages Offered Per Mode of Interpretation

Languages	Mode of Interpretation				
	Telephonic	In-Person	Video Remote	Captioning	Communication Access Real-Time Translation (CART)
American Sign Language	✓	✓	✓		✓
Amharic	✓				
Arabic	✓				
Armenian	✓	✓			
Bengali	✓				
Bulgarian	✓				
Cambodian/Khmer	✓				
Chinese (Simplified; Mandarin)	✓	✓			
Dari	✓				
English				✓	
Farsi	✓	✓			
Filipino/Tagalog		✓	✓		
French	✓				
Hebrew	✓				
Hindi	✓				
Japanese	✓	✓			
Karen	✓				
Korean	✓	✓			
Mongolian	✓				
Polish	✓				
Punjabi	✓				
Russian	✓				
Spanish	✓	✓	✓		
Taishanese	✓				
Thai	✓		✓		
Vietnamese	✓				
Turkish	✓				
Ukrainian	✓				
Uzbec	✓				

End Notes

1. U.S. Census Bureau. (2023) Selected characteristics of the foreign-born population by period of entry into the United States, 2023 American Community Survey 1-year estimates. https://data.census.gov/table/ACSST1Y2023.S0502?q=immigration&g=160XX00US0644000.

2. U.S. Department of Labor. Title VI, Civil Rights Act of 1964. https://www.dol.gov/agencies/oasam/regulatory/statutes/title-vi-civil-rights-act-of-1964.

3. U.S. Department of Justice. Executive Order 13166. https://www.justice.gov/crt/executive-order-13166#:~:text=On%20August%2011%2C%202000%2C%20the,(LEP)%2C%20and%20develop%20and.

4. Executive Order 14224: Designating English as the Official Language of the United States https://www.whitehouse.gov/presidential-actions/2025/03/designating-english-as-the-official-language-of-the-united-states/

5. Institute for Local Government. Language Access Laws and Legal Issues: A Local Official's Guide. https://www.ca-ilg.org/sites/main/files/file-attachments/resources__Language_Access_Guide_formatted_9-27-11_0.pdf.

6. California Government Code, Article 9.5 Discrimination, Section 11135 (a). https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=3.&title=2.&part=1.&chapter=1.&article=9.5.

7. California Code of Regulations, Title 2, Section 11161. https://casetext.com/regulation/california-code-of-regulations/title-2-administration/division-41-department-of-fair-employment-and-housing/chapter-5-fair-employment-and-housing-council/subchapter-6-nondiscrimination-in-state-supported-programs-and-activities/article-3-discriminatory-practices-relating-to-specific-groups-protected-by-article-95/subarticle-2-color-and-ethnic-group-identification/section-11161-definitions.

8. California Government Code, Section 7290. The Dymally-Alatorre Bilingual Services Act. https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201120120AB305.

9. Mayor Eric Garcetti. (2017) Executive Directive 20. https://www.lamayor.org/sites/g/files/wph1781/files/page/file/Exec.%20Dir.%20No.%2020--Standing%20with%20Immigrants.pdf.

10. "Welcoming City" Resolution (2019). https://clkrep.lacity.org/onlinedocs/2019/19-1385_reso_11-08-2019.pdf.

CITY OF LOS ANGELES
COMMUNITY INVESTMENT FOR FAMILIES DEPARTMENT
OFFICE OF IMMIGRANT INCLUSION AND LANGUAGE ACCESS

The Community Investment for Families Department (CIFD) Office of Immigrant Inclusion and Language Access (OIILA) works with City Departments, Bureaus, and Offices to ensure that immigrant and refugee Angelenos can access City programs and services. Through this coordination, OIILA responds to the needs and requests of our immigrant and refugee non-English speaking or English Language Learner (ELL) neighbors. OIILA aims to support and accelerate immigrant integration through the coordination of City services, outreach, and advocacy to ensure better that all Angelenos - regardless of immigration status or language spoken - have every possibility to connect to community resources, access government services, engage in civic life, and be informed about laws and policy initiatives that directly impact their lives.

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