

# Tamara D. Grigsby Office for Equity and Inclusion

September 22, 2022



# Introduction

## Today's Update

- Language Access Plan Status
- Pandemic Response
- OEI Investigations Update
- NACO Panel Presentation

# Language Access

## Ongoing Discussion in RESJ

DOA and OEI have conducted the following research together over the course of 2022.

Discussed language access with Public Health Madison Dane County. PHMDC is building a robust language access plan.

Discussed translation/interpretation services with the State of Wisconsin's Department of Children and Families, Refugee Assistance Director.

Discussed Court Interpretation services with the positions assigned to the Clerk of Courts, from DOA.

Discussed how employees obtain bilingual staff certification with Employee Relations.

Reviewed the website's ability to translate into different languages – GOOGLE TRANSLATE.

## DOCUMENTS AND CONTACTS

State of Wisconsin, Written Language Translation Service Contract:

<https://vendornet.wi.gov/Contract.aspx?Id=5c2b8771-5aac-e811-8108-ea20c0116996>

City of Madison, Language Access Plan:

<https://www.cityofmadison.com/civil-rights/programs/language-access-program>



# LANGUAGE ACCESS Goal

## County-Wide Language Access Service

- Assist Departments with providing language access to better serve clients and customers
- Each Department would procure services
- Countywide training for staff

# Language Access Survey

## Purpose

Surveying the Services Needed

Survey will be sent to Department Directors

## Sample Questions

Does your department use translation or interpretation services? **Yes/no**

- If yes: How often are these services needed? (once a week or more, once a month, once a year, etc.) – *[fill in the blank]*
- If yes: What are the primary translation needs of the populations you serve? *[fill in the blank]*

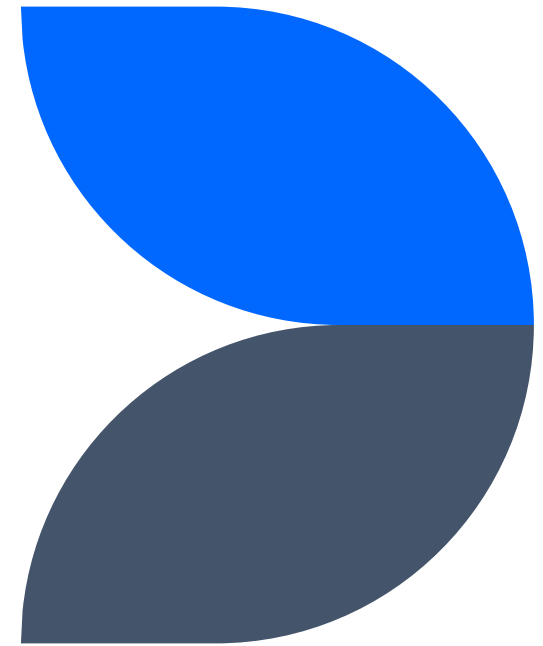
Does your department use disability-related language support services (for speech, hearing, reading)? **Yes/no**

- If yes: How often are these services needed? (once a week or more, once a month, once a year, etc.) – *[fill in the blank]*
- If yes: What are the primary disability-related language support needs of the populations you serve? *[fill in the blank]*

Is your department aware of the Dane County resources available to assist LEP persons or people with disabilities in receiving access to language access support, such as language interpretation of meetings, TTY, Language Line, etc.? **Yes/no**

# COVID Pandemic

- Participated in all public health briefings
- Provided weekly, biweekly and monthly updates
- Network with over 100 communities of color leaders, businesses and nonprofit organization to provide updates
- Organizations shared information and increased outreach efforts
- Participated in all Emergency Management meetings
- Held Virtual all County training



# Ongoing Investigative Process

- 2022 Investigations
  - Title VII
  - Title VI

# National Counties Association

- Panel Presentation
- County-wide Innovations for Equity Recognized



**Final Slide**