



**CITY EXPERIENCE**  
Mayor's Office of Resilience and Equity

## **DEPARTMENT OF HUMAN RESOURCES**

### **LANGUAGE ACCESS POLICY IMPLEMENTATION PLAN SUMMARY**

January 2024

#### **GENERAL POLICY**

The City of Tulsa has adopted the Citywide Language Access Policy to ensure meaningful access to Limited English Proficient (LEP) individuals in its programs and activities. As part of this policy, LEP Service Departments are required to develop and implement a language access implementation plan.

The language access implementation plans were submitted in the spring of 2023 to the Mayor's Office of Resilience and Equity (MORE) and are available to the public on the City's Language Access webpage. Each department will update their plans every two years. MORE will produce an annual report which will include an assessment of each department's language access plan to determine overall effectiveness, review the progress of department's goals and identify new goals or strategies for serving Tulsa's linguistically diverse residents.

#### **ALIGNMENT WITH DEPARTMENT MISSION**

Implementing the Language Access Policy is important to the success of Human Resources' mission to manage, promote, and maintain professional employer/employee relationships within a safe and healthy work environment.

Human Resources Department's major areas of responsibility include employment services, compensation, policy and training, occupational health, insurance and retirement services, employee and labor relations, and risk management services to include workplace/employee safety and workers' compensation. HR personnel provide inward services to and for City of Tulsa departments and their employees which entails few encounters and interaction with LEP individuals. HR staff will receive adequate training on the Language Access Policy and webinars on available resources to meet the language needs of LEP individuals.

In addition, the department has developed a Bilingual Pay Incentive policy to increase the number of bilingual staff City-wide. This policy applies to employees whose position requires a demonstrated knowledge and ability to communicate in a language and entails monetary incentive pay for compensation.

#### **LANGUAGE ACCESS SERVICES**

Human Resources will provide the following language access services:

- Over-the-phone interpretation: Access to professional interpreters for telephone communication through citywide contract with Bromberg Associates.
- In-person interpretation: Bilingual staff for face-to-face interactions when applicable and use of interpreters from local non-profit provider YWCA Tulsa.
- Translation services: Translation of recruitment material for outreach events such as job fairs with the help of Communications Department – Community Engagement Specialist.



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- Language access cards: Use of iSpeak cards to identify language needs of LEP individuals.

**LANGUAGE ACCESS LIAISON**

Liaison Name	Branon Dodd
Liaison Title	HR Risk Manager
Liaison Email	Bdodd@cityoftulsa.org
Liaison Phone Number	(918)-596-1294

**STEPS FOR IMPLEMENTATION**

- All plan elements will be completed within its first year.

**TRAINING**

Date	Topic	Audience
January 30, 2023	Language Access Implementation Plan	LEP Service Department Liaisons
July 17, 2023	Using Bromberg Translation and Interpretation Services	LEP Service Department Liaisons
November 1, 2023	Language Access Policy Refresher Training	LEP Service Department Liaisons
November 6, 2023	Language Access Policy and Bilingual Pay Stipend Meeting	LEP Service Department Liaisons

**CONTINUOUS IMPROVEMENT**

Human Resources is committed to continuously evaluating and improving the language access program. In annual reports, the department will assess its language access plan to determine its overall effectiveness, review the progress of department goals and identify new goals or strategies for serving LEP residents.

**FOR MORE INFORMATION ABOUT CITY OF TULSA LANGUAGE ACCESS POLICY, PLEASE EMAIL [LANGUAGEACCESS@CITYOFTULSA.ORG](mailto:LANGUAGEACCESS@CITYOFTULSA.ORG)**