



CITY EXPERIENCE
Mayor's Office of Resilience and Equity

DEPARTMENT OF DEVELOPMENT SERVICES 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 essential to the success of the mission of the Development Services Department to promote safety, livability, and economic growth through efficient and collaborative application of building and development codes. Services accessible at the department include building inspection, building/zoning/WSD review, permitting, and licensing services.

LANGUAGE ACCESS SERVICES

Development Service will provide the following language access services:

- Over-the-phone interpretation: Access to professional interpreters for telephone communication.
- In-person interpretation: Bilingual staff for face-to-face interactions when applicable.
- Translation services: Translation of vital documents into designated languages.
- Language access cards: Distribution of cards to LEP individuals, informing them of available language services.

LANGUAGE ACCESS LIAISON

| | |
|----------------------|----------------------------|
| Liaison Name | Roberto X Moran |
| Liaison Title | Building Plan Examiner III |
| Liaison Email | rmoran@cityoftulsa.org |
| Liaison Phone Number | (918) 596-9651 |

STEPS FOR IMPLEMENTATION



CITY EXPERIENCE
Mayor's Office of Resilience and Equity

May 2023 Through July 2023

- Vital Document Assessment
- Translate Vital Documents in three (3) different languages.

August 2023 Through September 2023

- Employee Training: Development Services will begin training selected employees to be familiar with the procedures and options for interacting with an LEP individual.

October 2023 Through December 2023

- Implementation: Development Service Department selected and approved personnel will begin interacting with LEP individuals using approved LAIP/training materials.

January 2024

- Reporting: The Language Access Liaison shall prepare and provide an annual report to their department head and Citywide Language Access Coordinator by January 30 for the previous year.

February 2024 Through April 2024

- Development Services Liaison will collaborate with the Citywide Language Access Coordinator to evaluate the yearly report to take corrective actions (adjust, add, or revise) as necessary.

May 2024 Through June 2024

- Employee Training: Based on the yearly report evaluation, Development Services will begin training the approved and new employees to be familiar with recent changes (add or revise) training materials.

July 2024 Through December 2024

- Implementation: Development Service Department approved personnel and new personnel will continue interacting with LEP individuals using approved LAIP/training materials.

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 |
| January 17, 2024 | Language Access Policy Review of Training Materials | All Department Staff |

CONTINUOUS IMPROVEMENT

Development Services 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



CITY EXPERIENCE

Mayor's Office of Resilience and Equity

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

1836 * 1898

TUL * USA