



CITY EXPERIENCE
Mayor's Office of Resilience and Equity

DEPARTMENT OF CITY EXPERIENCE

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 Department of City Experience's (DCE) mission to promote community education, develop, and sustain private-public partnerships that enhance public safety, neighborhood revitalization and the quality of life of all residents within our city.

The Department of City Experience plays a vital role in Housing, Neighborhood Services, Neighborhood Investigations (Code Enforcement), and Animal Welfare by providing housing programs that maintain the City's affordable housing stock, increasing opportunities for neighborhood reinvestment, promoting voluntary compliance and enforcement of City nuisance codes, and providing for the efficient and effective operation of the animal shelter and animal services in the field. We strive to offer accessible services to LEP individuals with bilingual staff, professional interpretation over the phone, and translation of important documents.

LANGUAGE ACCESS SERVICES

Department of City Experience will provide the following language access services:

- Over-the-phone interpretation: Access to professional interpreters available 24/7 for telephone communication.
- In-person interpretation: Bilingual staff for face-to-face interactions when applicable.
- Translation services: Translation of essential documents such as handouts regarding demolition, housing, services, zoning, and forms regarding owner surrender, stray intake, pet licensing, rabies certificate, bite cards into Spanish.
- Language access cards: Distribution of cards to LEP individuals at the Tulsa Animal Welfare, public entrance at the 4th floor of City Hall, and field services, informing them of available language services.



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LANGUAGE ACCESS LIAISON

Liaison Name	Marshelle Freeman
Liaison Title	Special Administrative Aide III
Liaison Email	mlfreeman@cityoftulsa.org
Liaison Phone Number	(918)-596-1094

STEPS FOR IMPLEMENTATION

- Introduce the language access plan to all staff and review language services and procedures.
- Schedule training on use of resources with MORE staff.
- All staff will receive training and utilize approved tools and resources to assist LEP individuals.
- Multilingual staff will be certified by Human Resources.

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 25, 2024	Language Access Policy Review of Training Materials	All Code Enforcement Staff

CONTINUOUS IMPROVEMENT

The Department of City Experience is committed to continuously evaluating and improving the language access program. The department will compile an annual report with data on the requests for language access services, the usage of interpretation services, and other important information to improve the quality of interactions between staff and citizens. Staff will also attend a refresher webinar every year to ensure they are properly trained to serve LEP individuals.

FOR MORE INFORMATION ABOUT CITY OF TULSA LANGUAGE ACCESS POLICY, PLEASE EMAIL LANGUAGEACCESS@CITYOFTULSA.ORG