



CITY EXPERIENCE  
Mayor's Office of Resilience and Equity

## DEPARTMENT OF ASSET MANAGEMENT SECURITY 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 Asset Management Security to provide high quality security services through the recruitment of quality people, extensive training, use of advanced technology, and synchronized action of professionally supervised teams as well as to establish security for our clients through operational application of active and passive risk mitigation resources.

### LANGUAGE ACCESS SERVICES

Asset Management Security will provide the following language access services:

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

### LANGUAGE ACCESS LIAISON

Liaison Name	Nathaniel Martinez
Liaison Title	City Security Officer
Liaison Email	Nmmartinez@cityoftulsa.org
Liaison Phone Number	(918)-636-6431



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**STEPS FOR IMPLEMENTATION**

- Launch language hotline and distribute language access cards.
- Initiate translation of important documents.
- Engage professional interpreters for in-person services.
- Conduct staff training on language access awareness and protocols.
- Display notices of the right to language access.
- Collect data on language access services provided.
- Evaluate program effectiveness and identify areas for improvement.
- Prepare annual report on language access services.

**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**

Asset Management Security is committed to continuously evaluating and improving the language access program. We will seek feedback from LEP individuals and stakeholders and in annual reports, the department will assess its language access plan to determine the overall effectiveness and make necessary adjustments to enhance the program.

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