



Equity and Empowerment Commission
Thursday, June 18, 2020
Lorraine H. Morton Civic Center
6:30 PM

Join Zoom Meeting
<https://us02web.zoom.us/j/81657946130>

Meeting ID: 816 5794 6130
One tap mobile
+13126266799,,81657946130# US (Chicago)

[Public Comment Sign-up Form](#)

AGENDA

1. CALL TO ORDER/DECLARATION OF A QUORUM

2. APPROVAL OF MINUTES

A. [Approval of the February 20, 2020 Minutes](#)

3. PUBLIC COMMENT

4. DISCUSSION

A. Reflection on Racial Inequality

5. CONSIDERATION

6. REPORTS

- A. [Language Access Guidelines Update](#)
- B. Operationalize Equity Update
- C. Reparations Subcommittee Report
- D. Environmental Justice Resolution Update

7. COMMUNICATION

- A. [Juneteenth Celebration: June 19 ,20 & 27
Evanstonsjuneteenthparade.com](#)

8. ADJOURNMENT



Equity and Empowerment Commission

Thursday, February 20, 2020; 7:30 PM

Lorraine H. Morton Civic Center, Room 4802

**COMMISSION MEMBER
PRESENT:**

Alejandra Ibanez, Delores Holmes, Jane Grover, Chair, Kathy Lyon, Alderman Melissa Wynne, Timothy Eberhart, and Max Weinberg

ALSO PRESENT:

Kimberly Richardson, Interim Asst. City Manager and Shenicka Hohenkirk, ICMA Fellow, and 4 guests.

1. CALL TO ORDER/DECLARATION OF A QUORUM

Chair Grover called the meeting to order at 7:40 p.m., and a quorum declared.

2. APPROVAL OF MINUTES

Alderman Wynne moved to approve the January 16, 2020, meeting minutes; Commissioner Lyons seconded; minutes approved.

3. PUBLIC COMMENT

Toni Rey, a member of Interfaith Action of Evanston, announced that Interfaith plans to create a directory of resources for people who are homeless in Evanston.

4. DISCUSSION

None.

5. CONSIDERATION

A. Nomination of the Officers (Chair and Vice-Chair)

Comm. Grover was nominated as Chair and Comm. Allbanez was nominated as Vice-Chair to service a one year term. Ald. Wynne made a motion to approve the nomination of the Chair and Vice-Chair; Comm. Lyons seconded; nominations approved.

6. REPORTS

A. Evanston Truth Working Group

Working Group's leader, Eileen Heineman, provided an update regarding the National Day of Racial Healing circles held the week of January 20, 2020. 112 people registered, 86 people

Draft

participated. One-third of the participants were people of color. Overall, the feedback was very positive, however, more evening options were requested. No new report on the Working Group's assignments.

7. COMMUNICATION

- A. Ms. Richardson will work with Mayor Hagerty to quickly move to appoint the vacant member positions.
- B. YWCA'S Equity Summit will be held on Thursday, March 19, 2020, registration is open.

8. ADJOURNMENT

No Commission meeting on Thursday, March 19, 2020.

Meeting Adjourn at 8:40 p.m.



Memorandum

To: Members of Equity and Empowerment
From: Paulina Martínez, Acting Deputy City Manager
Subject: Language Access Guidelines Update
Date: June 18, 2020

Summary:

On October 7, 2019, Staff presented a proposed outline to the Human Services Committee to accept and file in place. The outline proposed outline included the following action items:

- Citywide language access guidelines (complete)
- Over the phone interpretation services to all City operations, including video conferencing (complete)
- Add appropriate signage throughout public buildings to inform users of language services available (in progress)
- Translate 67 vital documents as identified by staff (on hold)
- Update the bilingual staff database and create an assistance request process (ongoing)
- Staff in the City Manager's Office will track the progress of the recommendations, which will be evaluated after 12 months (in progress)
- Adding accommodation requests notice for public meetings in Spanish (i.e. meeting agendas, public meetings, and other notices) (in progress)

City Manager's Office Staff with assistance from the Law Department reviewed the proposed internal guidelines for language access services. The guidelines are attached.

The City of Evanston signed a 60-month agreement with CityFront/Voyce, for over the phone and video interpretation services. The service was rolled out in mid-March 2020. To date, 64 over the phone interpretation calls have been made, primarily by Public Health staff; 96% of the callers have requested assistance in Spanish, and 4% assistance in Arabic.

Additionally, CityFront/Voyce provided complimentary "point to your language" posters, desk displays, and reference cards and badges for employees. Due to the pandemic, these materials have not been distributed to staff, but as we enter Phase 4 of the "Restore Illinois" plan CMO staff will strategize the distribution of the posters to all open City-owned facilities and on-site working employees. Remote employees have already been provided with a digital copy of the instructions on how to access interpretation services.

The translation of the 67 vital documents as identified by staff is momentarily on hold, due to budget and minimum staff constraints. For FY 2021, staff will recommend adding a budget line for translation and interpretation services, which will allow the City to proceed with this task.

The bilingual staff database still needs to be updated, which will be done in the upcoming weeks in conjunction with the written translation and on-site interpreter service request form. It is worth noting that bilingual staff is not expected to act as interpreters; rather, we will ask our bilingual staff who are willing to volunteer to translate simple written documents/flyers to sign up for the database.

Due to the ongoing pandemic and the changing landscape of virtual public meetings, staff will continue to monitor and assess the situation to ensure access in languages other than English is provided to those who need it.

Attachments:

[Language Access Guidelines](#)



City of Evanston Language Access Guidelines

General Language Access Guidelines

1. Guidelines Statement

“It is the practice of the City of Evanston to provide timely meaningful access for Limited English Proficient (LEP) persons to agency programs and activities. Personnel should provide free language assistance services to LEP individuals whom they encounter or whenever an LEP person requests language assistance services. Personnel should inform members of the public that language assistance services are available free of charge to LEP persons and that the City of Evanston should provide these services to them.”¹

2. Purpose and Authority

In accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, these guidelines provide guidance for offering language accessible services to individuals that are LEP and/or Deaf or Hard of Hearing.

3. Definitions

- a. Limited English Proficient individual means any individual whose primary language is not English, and has limited or no ability to speak, understand, read, or write English.
- b. Primary language is the language that an individual communicates most effectively in.
- c. Interpretation is the process of orally rendering a spoken or signed communication from one language into another language.
- d. Translation is converting written text from one language into written text in another language. ‘Translation’ is often misused to mean interpretation, but it is a written medium.

¹ Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs. Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice. 16. May 2011

- e. A qualified interpreter or translator is a trained professional who is a neutral third party with the requisite language skills, experienced in interpretation or translation techniques, and knowledgeable in specialized content areas and technical terminology in order to effectively facilitate communication between two or more parties who do not share a common language.
- f. Simultaneous interpretation is the process of orally rendering one language into another language virtually at the same time that the speaker is speaking with only a very short lag time.
- g. Consecutive interpretation is the process of orally rendering one language into another language after the speaker has completed a statement or question and pauses. The interpreter then renders that statement into the other language.
- h. Sight translation is the rendering of material written in one language, completely and accurately into spoken speech in another language.
- i. Vital documents are any materials that are essential to an individual's ability to access services provided by the organization, or are required by law.
- j. Frequently encountered language is any language with over 3% of its population categorized as "Speak[ing] English less than very well" in the American Community Survey² published by the Census Bureau.

4. Language Data

Organization should conduct an annual review of language uses and needs of the organization and its service population. The City of Evanston should rely on school district data (D65 and D202 as available); Decennial Census or ACS Estimates data, whichever is most recent; data collected through the use of phone interpretation services, and job requests for translations.

Language Assistance Procedures

1. How to determine the need for language assistance

- a. Staff at the initial point of contact should conduct an assessment of the need for language assistance, and notify the individual of the right to an interpreter at no cost. Staff members who have subsequent contact should continue to assess the need for language assistance.
- To assess the need for language assessment, staff should ask open ended questions, and avoid asking questions that would allow for yes or no responses.

² B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over

For example, asking: “how may I be of assistance?” instead of “do you need help?”

- The LEP individual may speak more than one language, or may have limited proficiency in a secondary language. Staff should identify the primary language of the LEP individual by using the reference guide(s) provided, and work to provide language assistance in the primary language of the individual by contacting the over the phone interpretation service, as indicated in the reference guide.
 - A Deaf individual may also be limited English proficient and not be proficient in American Sign Language. Staff should work to identify the primary sign language of the Deaf individual, and provide sign language assistance in the primary sign language of the individual. Staff should contact the video interpretation services as provided in the reference guide.
- b. Request for language assistance from the LEP individual or companion.

2. Identifying Language

- a. Staff should request the individual or companion identify the language of the LEP or Deaf individual.
- b. Staff may request bilingual/multilingual staff or volunteers to identify the primary language. Bilingual staff may not interpret after identifying the primary language of the LEP, unless the over the phone interpretation service is not available.
- c. Use in-person, video remote interpreters, or telephonic interpreters to identify the language.
- d. Use a Language Identification Guide or poster to identify the primary language.

3. Procedures for language services

- a. Telephonic/video remote Interpreters
 - Staff should contact the City's over the phone interpretation service, Voyce/CityFront Innovations using the audio feature by dialing 844-248-9052 and entering the Evanston client number found in the reference guide.
 - Video remote interpretation should be used when American Sign Language (ASL) or another sign language is requested, or when visual aids are necessary to deliver the service/task requested.
 - Each department will be financially responsible for their usage of the service.
- b. Bilingual/multilingual staff

- For a list of bilingual staff, login to the City of Evanston's Intranet>Communications>Bilingual City Staff
- Bilingual staff should only be used as a **secondary** resource for interpretation services. Non-bilingual staff should contact the over the phone interpretation service first. If the service is not available, then bilingual staff may be requested with supervisor's permission.
- Staff may volunteer to translate simple documents, and should obtain permission from their supervisor if the translation request is for a different division or outside the staff member's scope of work. To request a simple translation from bilingual staff members, please fill out the **Translation & Interpretation Service Request Form**.

c. In-person Interpreters

- Requests of in-person interpreters should be made at least 3 business days in advance, and at least 5 business days in advance for ASL interpreters. To request an in-person interpreter please fill out the **Translation & Interpretation Service Request Form**. In-person interpreters should only be requested for public meetings, unless otherwise specified. Each department will be responsible for covering the fees for each in-person interpretation request. The Communications Division can assist in booking an in-person interpreter through a qualified vendor. Bilingual staff should not be utilized for in-person interpretation services unless otherwise specified.

d. TDD/TTY – Services for the Deaf/Hard of Hearing

- The City of Evanston shall remain compliant with the American with Disabilities Act (ADA) to maintain TTY/TDD access to its emergency services (911 services).
- 311 Services should continue to offer assistance via email, text, and chat, to ensure the Deaf, Mute, and Hard of Hearing can communicate with City services. 311 Services should make mention of these methods of communication through its webpage and other printed materials, to make sure non-verbal populations know how to communicate with the City.
- The City of Evanston should also promote the relay service³ (by calling 711) as an alternative option for those who do not have a smart phone for text messaging, access to an email service, or a computer to chat.

³ <https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

4. Translation of Vital Documents

- a. Departments should make available vital forms and materials in the most frequently encountered language(s). Translated vital documents should include a disclaimer stating whether the service, program, and or meeting are only available in English only, and should offer language accommodations upon request. Please include the following text:

"This program/service/meeting is available in English only. Any citizen needing communications access assistance or interpretation services should contact Evanston 311 at least 3 business days in advance of the scheduled program/service/meeting so that accommodations can be made. Please call/text 847-448-4311." Spanish version: "Este programa/servicio/reunión está disponible solo en inglés. Cualquier persona que necesite asistencia de acceso a comunicaciones o un intérprete debe comunicarse con Evanston 311 al menos 3 días hábiles antes del programa/servicio/reunión programado para que se puedan hacer los preparativos correspondientes. Por favor llame o mande mensaje de texto al 847-448-4311."

- b. All other documents should be translated upon request. For other languages, staff should use an interpreter to sight translate the document into the individual's primary language.
- c. Written communication to the LEP individual should be translated into the primary language of the LEP individual.

5. Notice of Language Services

- a. Signage should be placed in visible locations notifying individuals of the right to request an interpreter at no cost to the individual. Signage should be translated into the languages most frequently encountered by the organization.
- b. Staff at the initial point of contact with LEP individuals, should notify them of their right to an interpreter at no cost.

6. Prohibition against using children as interpreters

Staff are prohibited from using minor children to interpret, absent emergency circumstances.

Staff Compliance

1. Training

Staff should receive training on: the content of the language access guidelines; how to identify the need for language access services; working with LEP and Deaf individuals;

providing language accessible services in a culturally sensitive manner; working with an interpreter; and interpretation best practices.

Internal Language Access Contacts

1. For a complete list of bilingual staff, please access the City of Evanston Intranet> Communications> Bilingual Staff

Monitoring and Assessment

1. Staff shall be responsible for monitoring compliance with the City's language access guidelines.
2. The City should collect information on language use and need, including: primary language of clients; use and language of interpretation services; distribution of translated documents; frequency of contact with LEP or Deaf individuals seeking services; and referrals of LEP or Deaf individuals and the language of the referred LEP or Deaf individual.
3. The City should conduct an annual review by December 1st of each year on the effectiveness of the language access guidelines and make changes as needed.

This template was prepared by the Interpretation Technical Assistance & Resource Center
Asian Pacific Institute on Gender-Based Violence
Oakland, CA | www.api-gbv.org



TENTATIVE SCHEDULE OF EVENTS:

FRIDAY, JUNE 19TH

DIGITAL JUNETEENTH CELEBRATION

6PM CDT

LIVESTREAMED ON FACEBOOK, YOUTUBE,
OR YOU CAN WATCH IT HERE!

SATURDAY, JUNE 20TH

DAY OF ABSENCE PLAY

6PM CDT

LIVESTREAMED ON FACEBOOK, YOUTUBE,
OR YOU CAN WATCH IT HERE!

SATURDAY, JUNE 27TH

JUNETEENTH CAR PARADE

10AM CDT

DETAILS TO COME!

JUNETEENTH EVANSTON 2020

