



Equity and Empowerment Commission
Thursday, July 15, 2021
Lorraine H. Morton Civic Center, 2100 Ridge Avenue , Virtual
6:30 PM

As the result of an executive order issued by Governor J.B. Pritzker suspending in-person attendance requirements for public meetings, City Council members and City staff will be participating in this meeting remotely. Due to public health concerns, residents may provide public comment virtually at the meeting or in writing.

To view: <https://www.cityofevanston.org/government/equity-empowerment/equity-and-empowerment-commission>

AGENDA

Page

A. CALL TO ORDER/DECLARATION OF A QUORUM

1. Call to Order/ Declaration of a Quorum

As the result of an executive order issued by Governor J.B. Pritzker suspending in-person attendance requirements for public meetings, Commission members and City staff will be participating in this meeting remotely.

For Action

2. New Member Welcome

B. APPROVAL OF MINUTES

3. Approval of the May 20, 2021 Meeting Minutes

4 - 5

For Action

[May 20, 2021 Meeting Minutes.pdf](#)

C. PUBLIC COMMENT

D. DISCUSSION

4. **Review of Ordinance 85-O-17, "Equity and Empowerment Commission" and Discussion Regarding Commission Member Vacancies** 6 - 19

Review of ordinance 85-O-17, "Equity and Empowerment Commission" to review the language for possible updates to the ordinance language for City Council approval. Also, a discussion regarding the number of vacancies on the Commission and how to support the application process for the Mayoral appointments to move forward.

For Discussion

[Review of Ordinance 85-O-17, "Equity and Empowerment Commission" and current Commission vacancies - Attachment - Pdf](#)

5. **Discussion of Commission's Goals: Community Engagement Survey and Housing/Zoning Audit** 20 - 24

Continued discussion regarding the Equity and Empowerment Commission Goals related to a community engagement survey and housing/zoning audit.

For Discussion

[Discussion of Commission's Goals: Community Engagement Survey and Housing/Zoning Audit - Attachment - Pdf](#)

6. **Resolution 73-R-21, "Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan"** 25 - 81

Review of the draft language for Resolution 73-R-21, "Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan."

For Discussion

[Resolution 73-R-21, "Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan" - Attachment - Pdf](#)

E. COMMUNICATIONS

F. ADJOURNMENT

Mission Statement

The Equity and Empowerment Commission's (EEC) mission is to develop shared recognition, and language of the history and impact of structural racism in Evanston, and develop tools and practices to achieve racial equity for all residents.



Equity and Empowerment Commission Meeting

Thursday, May 20, 2021

6:30 p.m.

Zoom Virtual Meeting

Minutes

Present: Chair Alejandra Ibáñez, Vice Chair Karla Thomas, Commissioner Jane Grover, Commissioner Delores Holmes, and Commissioner Kymberly Walton

Absent: Commissioner Kathy Lyons, Commissioner Max Weinberg and Council Member Wynne

Staff Present: Kimberly Richardson, Deputy City Manager, Shenicka Hohenkirk, ICMA Management Fellow

1. Called to order/Declaration of Quorum:

Chair Alejandra Ibanez called the meeting to order at 6:35 p.m. and declared a quorum.

2. Approval of the May 20, 2021 Meeting Minutes

Commissioner Jane Grover moved to approve the May 20, 2021 meeting minutes; Commissioner Delores Holmes seconded. Minutes approved unanimously.

3. Public Comment

No Public Comment

4. For Discussion

a. Discussion and Feedback on the Commission's Goals Spreadsheet

- Vice Chair Karla Thomas provided the commission with goal setting spreadsheet to discuss affordable housing, language access, community engagement, beach tokens and equity in elections.
- Commission members offered feedback around beach tokens, suggesting a discussion with Parks & Rec director, Lawrence Hemingway, about the purpose of tokens, revenue and alternatives.
- Commissioners discussed working with the community and city staff to develop a public engagement guide/policy for meaningful and inclusive engagement.

b. Discussion on Commission's Engagement Strategies with City Council

- Commissioners engaged the idea of ways to incorporate equity criteria in budget development with City Council.

5. Adjournment

Meeting was adjourned at 8:15pm.



Memorandum

To: Members of the Equity and Empowerment Commission
From: Kimberly Richardson, Deputy City Manager
Subject: Review of Ordinance 85-O-17, "Equity and Empowerment Commission" and Discussion regarding Commission member vacancies
Date: July 15, 2021

Recommended Action:

Review of ordinance 85-O-17, "Equity and Empowerment Commission" to review the language for possible updates to the ordinance language for City Council approval. Also, a discussion regarding the number of vacancies on the Commission and how to support the application process for the Mayoral appointments to move forward.

Council Action:

For Discussion

Summary:

Ordinance 85-O-17 was adopted in October 2017 to established the Equity and Empowerment Commission. This will be the first comprehensive review of the language with the ordinance since the Commission was formed. The ordinance includes the following sections:

- Purpose
- Membership
- Term
- Powers and Duties
- Adoption of Rules; Selection of a Chair

Any changes to the ordinance language will be forwarded to the Law Department for legal review.

Vacancies

The Equity and Empowerment Commission has three (3) vacancies under the current membership structure. The Commission consists of nine (9) members who must be residents of Evanston. The members must include the following:

- One (1) member who has the training and/or experience representing the needs of those who have a physical or mental disability
- Five (5) members who have experience in human rights, social justice advocacy, or similar areas;

- One (1) member who is a bilingual Spanish speaker
- One (1) member who is a Councilmember

The Commission's membership must reflect the demographic makeup of the City of Evanston population, including but limited to race, color, religion, national origin, sex, sexual orientation, gender identity, marital status, age, source of income, physical disability, or mental disability.

Attachments:

[Ordinance 85-O-17, Creating Title 2, Chapter 12 of the Evanston City Code Forming an "Equity and Empowerment Commission"](#)
[Draft Equity & Empowerment Bylaws v2](#)

8/17/2017
10/17/2017

85-O-17

AN ORDINANCE

**Creating Title 2, Chapter 12 of the Evanston City Code Forming an
“Equity and Empowerment Commission”**

NOW BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF
EVANSTON, COOK COUNTY, ILLINOIS, THAT:

SECTION 1: Legislative Statement. This Ordinance creates a City of Evanston Equity and Empowerment Commission whose primary function is to address issues of access, equity, and empowerment within the City. Diversity and inclusion are core values of the Evanston community. The City Council determines that it is in the best interest of the City to create an Equity and Empowerment Commission to achieve lasting change, leverage diversity, and actively practice inclusion.

Article VII, Section (6)a of the Illinois Constitution of 1970, which states that the “powers and functions of home rule units shall be construed liberally,” was written “with the intention that home rule units be given the broadest powers possible” (*Scadron v. City of Des Plaines*, 153 Ill.2d 164). Pursuant to 65 ILCS 5/1-2-1, the City may make all rules and regulations to carry into effect the powers granted to the City, such broad and general grant of authority complementing the City’s home rule powers. At meetings held in compliance with the provisions of the Illinois Open Meetings Act (5 ILCS 120/1 *et seq.*), the City Council considered this Ordinance, heard public comment, and made findings. It is well-settled law in Illinois that the legislative judgment of the City Council must be considered presumptively valid (*see Glenview*

State Bank v. Village of Deerfield, 213 Ill.App.3d 747(1991)) and is not subject to courtroom fact-finding (see *National Paint & Coating Ass'n v. City of Chicago*, 45 F.3d 1124 (1995)).

The City Council finds that creating an entity that proactively addresses issues of equity and empowerment in the City of Evanston is a priority. The City Council desires to amend the City Code to create an Equity and Empowerment Commission.

SECTION 2: Title 2, Chapter 12 of the Evanston City Code of 2012, as amended ("City Code"), is hereby created and shall read as follows:

CHAPTER 12 – EQUITY AND EMPOWERMENT COMMISSION

2-12-1: PURPOSE.

The purpose of the Equity & Empowerment Commission ("Commission") is to identify and eradicate inequities in the City of Evanston, including City services, programs, human resources practices, and decision-making processes. The Commission will work with community partners and businesses to promote equity and inclusion within the City and provide guidance, education, and assistance to City Departments to build capacity in achieving equitable outcomes and services. Further, the Commission will be transparent and collaborative with both internal and external individuals and entities, holding all accountable for measurable improvements and outcomes. Finally, the Commission will promote, support, and build capacity with laws, ordinances, and regulations related to equity and empowerment within the City.

2-12-2: MEMBERSHIP.

The Commission consists of nine (9) members who serve without compensation and are residents of the City of Evanston. The members must include the following:

- (A) One (1) member who has the training and/or experience representing the needs of those who have a physical or mental disability;
- (B) Five (5) members who have experience in human rights, social justice advocacy, or similar areas;
- (C) One (1) member who is a bilingual Spanish speaker; and
- (D) One (1) member who is an Alderman.

The Commission's membership must reflect the demographic makeup of the City of Evanston population, including but not limited to: race, color, religion, national origin, sex, sexual orientation, gender identity, marital status, age, source of income, physical disability or mental disability.

2-12-3: TERM.

Commission members are appointed to three (3) year terms by the Mayor with the advice and consent of the City Council. Non-aldermanic members may serve for not more than two (2) full terms.

2-12-4: POWERS AND DUTIES.

In carrying out its responsibilities, the Commission must:

- (A) Evaluate, develop and recommend equity tools to be used to examine policies, practices, services and programs;
- (B) Develop ways to measure and monitor community relations, race relations, and civil rights issues, particularly those that are sources of intergroup conflict;
- (C) Study and investigate problems of prejudice, bigotry, and discrimination for the purpose of developing action strategies to eliminate these problems;
- (D) Develop strategies to improve quality of life, livability and equity for all residents of Evanston;
- (E) Submit an annual report to City Council on the goals, activities and accomplishments of the Commission; and
- (F) Create subcommittees, as necessary, in furtherance of the Commission's purpose.

2-12-5: ADOPTION OF RULES; SELECTION OF A CHAIRPERSON.

The Commission must annually elect a Chairperson from among its members. The Commission must also adopt rules and regulations necessary to exercise its responsibilities.

SECTION 3: All ordinances or parts of ordinances in conflict herewith are hereby repealed.

SECTION 4: This ordinance must be in full force and effect after its passage, approval, and publication in a manner provided by law.

SECTION 5: If any provision of this ordinance or application thereof to any person or circumstance is held unconstitutional or otherwise invalid, such invalidity

must not affect other provisions or applications of this ordinance that can be given effect without the invalid application or provision, and each invalid provision or invalid application of this ordinance is severable.

Introduced: September 29, 2017


Approved:

Adopted: October 16, 2017

October 25, 2017



Stephen H. Hagerty, Mayor

Attest: 

Devon Reid, City Clerk

Approved as to form:



W. Grant Farrar, Corporation Counsel

~~ADMINISTRATIVE~~
~~RULES &~~
~~procedures~~ BYLAWS OF THE
EQUITY AND
EMPOWERMENT
COMMISSION

EVANSTON
EQUITY ~~&~~AND EMPOWERMENT
COMMISSION

~~ADMINISTRATIVE RULES &
PROCEDURES~~BYLAWS

TABLE OF CONTENTS

<i>ARTICLE</i>	<i>DESCRIPTION</i>	<i>PAGE</i>
ARTICLE I	Name and Authority	1
ARTICLE II	Mission	1
ARTICLE III	Membership	2
ARTICLE IV	Officers	4
ARTICLE V	Meetings	5
ARTICLE VII	Amendments	5

Formatted: Indent: First line: 0.44"

**THE EQUITY ~~&~~AND EMPOWERMENT COMMISSION
OF THE CITY OF EVANSTON**

~~ADMINISTRATIVE PROCEDURES AND REGULATIONS~~BYLAWS

ARTICLE I

Name and Authority

~~Section 1.~~ The name of this organization shall be “The Equity ~~&~~and Empowerment Commission” of the City of Evanston, Illinois,” hereafter referred to as the “Commission.”

Formatted: Font: Bold

~~Section 2.~~ The establishment of this Commission is provided for in Evanston City Code 85-O-17 “Equity ~~&~~and Empowerment” Commission.”

~~Section 3.~~ The business of the Commission is conducted in accordance with the Illinois Open Meetings Act; applicable ordinances adopted by the Evanston City Council, including the Equity ~~&~~and Empowerment Ordinance 85-O-17 as amended; Title 2, Chapter 12 Where Evanston ordinances conflict with these Bylaws, the former shall prevail pursuant to Evanston’s home rule authority.

ARTICLE II

Mission

~~Section 1.~~ The Evanston “Equity ~~&~~and Empowerment” Commission is a public body established by City ordinance. The purpose of the Equity ~~&~~and Empowerment Commission (“Commission”) is to identify and eradicate inequities in the City of Evanston, including City services, programs, human resources practices, and decision-making processes. The Commission will work with community partners and businesses to promote equity and inclusion within the City and provide guidance, education, and assistance to City ~~d~~Departments to build capacity in achieving equitable outcomes and services. Further, the Commission will be transparent and collaborative with both internal and external ~~individuals and entities~~engagement, holding all accountable for measurable improvements and outcomes. Finally, the Commission will promote, support, and build capacity with laws, ordinances, and regulations related to equity and empowerment within the City.

Formatted: Justified

~~Section 2.~~ The Commission is ~~a policy recommending body~~ responsible for evaluating, developing and recommended equity tools, to be used to examine policies, practices, services and programs. ~~The Commission shall~~ develop ways to measure and monitor community relations, race relations, and civil rights issues,

1

particularly those that are sources of intergroup conflict; ~~s~~Study and investigate ~~problems-issues~~ of prejudice, bigotry, and discrimination for the purpose of developing action strategies to ~~eliminate these problems~~address them; ~~d~~Develop strategies to improve quality of life, livability and equity for all residents of Evanston; ~~s~~Submit an annual report to City Council on the goals, activities and accomplishments of the Commission ~~and~~; ~~and~~ ~~c~~Create subcommittees, as necessary, in furtherance of the Commission's purpose.

Section 3. The Commission shall develop strategies to promote equity and empowerment as a basic human right of all residents. The ~~C~~ommission shall be committed to improving quality of life for all residents through active community engagement.

Formatted: Font: Not Italic

ARTICLE III

Membership

Section 1. Members

The Mayor shall appoint nine (9) Evanston residents to serve as members of the Commission. Commissioners shall serve without compensation and are residents of the City of Evanston.

The members~~hip~~ must include the following:

One (1) member who has the training and/or experience representing the needs of those who have a physical or mental disability;

Five (5) members who have experience in human rights, social justice advocacy, or similar areas;

One (1) member who is an Alderman.

The Commission's membership must be representative of the City of Evanston's constituent makeup, including but not limited to: race, color, religion, national origin, sex, sexual orientation, gender identity, marital status, age, source of income, physical disability ~~or~~and mental disability.

~~Term of Office: Commission members are appointed to three (3) year terms by the Mayor with the advice and consent of the City Council. Non aldermanic members may serve for not more than two (2) full terms.~~

~~Vacancies and Removal~~

~~If a Commission member fails to attend three (3) consecutive regular Commission meetings without a reasonable cause, or otherwise neglects his or her duties as a~~

~~Commission member, the Chairperson, with the assent of the Commission, may recommend to the Mayor that the seat be declared vacant.~~

~~Any vacancy shall be filled by the Mayor as soon as possible.~~

~~A member of the Commission may be removed by the Mayor for absenteeism, neglect of duty, misconduct or malfeasance in office, after being given a written statement of the charges and an opportunity to refute them at a hearing with the Mayor.~~

Section 2. Conflicts of Interest

All members of the Commission agree to abide by all duties and obligations imposed on Commission members in the City's Code of Ethics in City Code Title 1, Chapter 10, and "Board of Ethics." The Board of Ethics' supplemental policy is intended to clarify and prevent the personal interests of Commission members from interfering with the performance of their duties or from resulting in personal or political gain at the expense of ~~the Commission or~~ Evanston taxpayers.

The Commission strives to maintain the highest ethical standards to avoid conflicts of interest. All members of the Commission shall act in good faith in all relationships touching upon their responsibilities to the Commission and shall avoid any conflict of interest.

For the purpose of this policy, the definitions found in the City of Evanston's Code of Ethics in City Code Title 1, Chapter 10, "Board of Ethics," shall apply.

Supplemental Policy:

Each member of the Commission shall disclose to the Commission in writing each City-funded entity to which the Commission member contributes a sum of money greater than one thousand dollars (\$1,000.00) in any calendar year.

Each member of the Commission shall recuse himself/~~herself/themselves~~ from voting on any matter in which that member has an apparent or actual conflict of interest.

Section 3. Expenses

All appointed members of the Commission shall serve as such without compensation. Expenses incurred by any member in the performance of official duties may be reimbursed in accordance with policies and procedures established by the City of Evanston.

ARTICLE IV

Officers

Section 1. Elected Officers

The elected officers of the Commission shall consist of a Chair~~person~~ and a Vice-Chair~~person~~.

Section 2. Election of Officers

- A. In January of each year, the Commission shall nominate candidates for the Chair and Vice-Chair positions.
- B. The Commission shall prepare a slate of candidates for each office, to be presented at the February meeting.
- C. Any Commission member may make additional nominations at the February meeting, with the consent of the nominee, prior to any vote.
- D. Commission members shall elect officers by voting upon the slate of candidates and any additional nominees by no later than the March meeting.

Section 3. Terms of Office

Term of Office: Commission members are appointed to three (3) year terms by the Mayor with the advice and consent of the City Council. Non-aldermanic members may serve for not more than two (2) full terms.

The Chair~~person~~ and Vice-Chair~~person~~ shall be elected for one-year terms from April 1 to March 31. No member shall serve more than two consecutive three-year terms in each office.

Section 4. ~~Vacancies~~ Attendance, Removal from Office, Vacancies

A vacancy in any office shall be filled by a vote of the Commission at the next regular meeting following the occurrence of the vacancy. The officer is elected for the duration of the unexpired term.

If a Commission member fails to attend three (3) consecutive regular Commission meetings without a reasonable cause, or otherwise neglects the duties as a Commission member, the Chair, with the assent of the Commission, may recommend to the Mayor that the seat be declared vacant.

Any vacancy shall be filled by the Mayor as soon as possible.

A member of the Commission may be removed by the Mayor for absenteeism, neglect of duty, misconduct or malfeasance in office, after being given a written

Formatted: Font: Bold

Formatted: Indent: Left: 0", First line: 0"

Formatted: Font: Bold

Formatted: Normal, Indent: First line: 0", Space After: 0 pt

Formatted: Space After: 0 pt

statement of the charges and an opportunity to refute them at a hearing with the Mayor.

~~A vacancy in any office shall be filled by a vote of the Commission at the next regular meeting following the occurrence of the vacancy. The officer is elected for the duration of the unexpired term.~~

Section 5. Duties of Officers

- A. The Chairperson shall assure that the policies, programs and orders of the Commission are carried out.
- B. The Chairperson shall preside at all meetings of the Commission. The Vice-Chairperson shall preside in the Chairperson's absence.
- C. The Chairperson shall be responsible for calling meetings of the Commission pursuant to the Open Meetings Act and for assuring an agenda for each meeting.
- D. The Chairperson may appoint committees to consist of two members for specific tasks.

ARTICLE V

Meetings

Section 1. Regular and Special Meetings

- A. Regular meetings shall be held on the ~~_____~~ fourth Thursday of each month at ~~67:00 p.P.Mm.~~ in the Civic Center, 2100 Ridge Avenue, unless such day shall be a legal holiday observed by the City or another conflict exists, in which case the regular meeting shall be held at such other time as the Commission may decide upon proper notification pursuant to the Open Meetings Act.
- B. Special meetings shall be held upon the request of the members of the Commission.
- C. Notice of all regular and special meetings of the Commission shall be communicated to ~~the~~ members at least one week before the meeting by action at a previous meeting, or by mail, email, or by telephone.
- D. Meetings shall be open to the public in accordance with the ordinance of the City of Evanston and the Open Meetings Act.

E. Notice of all regular and special meetings of the Commission shall be communicated to the public by publication of an agenda in accordance with the Open Meetings Act.

Section 2- Quorum

A majority of the members of the Commission constitutes a quorum for the transaction of business.

Section 3- Voting

At any meeting at which a quorum is present, the affirmative vote of the majority of the members present shall carry any issue. The Chair~~person~~ is a voting member of the Commission and may vote on any issue.

Section 4- Parliamentary Procedure

Unless inconsistent with these Bylaws or otherwise decided by the Commission, all meetings shall be conducted in accordance with *Robert's Rules of Order Newly Revised* (Tenth Edition).

ARTICLE VI

Amendments

Section 1- These Bylaws may be amended at any meeting of the Commission by the affirmative vote of a majority of members in office. Written notice of proposed amendment(s) shall be given to all members at least two weeks prior to the meeting at which the amendment(s) is/are to be considered.

Section 2- Any proposed amendment(s) to the Bylaws shall be included in the meeting packet at which they will be voted upon.

Section 3- The City Manager shall be advised of any changes in these Bylaws.

Section 4- The Commission shall review its Bylaws annually.



Memorandum

To: Members of the Equity and Empowerment Commission
From: Kimberly Richardson, Deputy City Manager
Subject: Discussion of Commission's Goals: Community Engagement Survey and Housing/Zoning Audit
Date: July 15, 2021

Recommended Action:

Continued discussion regarding the Equity and Empowerment Commission Goals related to a community engagement survey and housing/zoning audit.

Council Action:

For Discussion

Summary:

At the May 2021 meeting, the Commission had a follow-up discussion regarding the goals for 2021-2023. See attached list of categories discussed.

July meeting's focus will be on the following:

- 1) Development of an EEC community engagement survey
- 2) Housing/zoning audit for the City of Evanston

Attachments:

[EEC Goal Setting and City Council Relationship Realignment Spreadsheet](#)

Goal Setting and City Council Relationship Realignment: 2021-2023

Mission Statement

The Equity and Empowerment Commission's (EEC) mission is to develop shared recognition, and language of the history and impact of structural racism in Evanston, and develop tools and practices to achieve racial equity for all residents.

	Category	Suggestion Description	Suggestor (optional)	PLUS 1 (Way of Prioritizing)
GOALS	Affordable Housing	Push for 3 changes to zoning requirements that would make more affordable housing possible. One is putting a deterrent on converting 2-3 flats into single family homes... put a fine similar to the fine for tearing down a SFH and have that money go to an affordable housing fund. 2) Create a fund that would help	Karla	2
	Language Access	Passage of LA policy; 1) ensure best practice in interpretation, translation of important documents, frontline communications, 2) ongoing monitoring of appropriate language competency of frontline staff, 3) provision of ongoing best practice cultural competency and training to serve special populations, ie immigrants/refugees, the disabled, veterans.	Alejandra	2
	Community engagement	With community partners, facilitate the sharing of stories about our experiences with Evanston's history of segregation, discrimination, and inequities [not my idea]	Jane	3
	Affordable Housing	Advocate for the City to do an equity and affordability audit of the City' Code--Zoning, as well as Building Code, and the codes that govern how	Sue Loellbach	2

		committees and commissions are populated.		
	Community engagement	Working with the community and city staff, continue to develop a public engagement guide/policy for meaningful and inclusive public engagement	Jane	
	Equity in Elections	More training from the city and an outreach program to help encourage our BIPOC community members to run for office.	Karla	3
	Support Evanston Commissions and city council in building foundational understanding & commitment to Racial Equity		Alejandra	3
	Resource Gathering	Develop some resource (online?) that's easily and readily available that is easy to use and available to marginalized populations. Should communicate a legit desire and wish for the community to welcome and support families.		
	Affordable Housing	Advocate to complete an affordable housing plan that addresses the actual need and holds all wards responsible for contributing to the solution.	Sue Loellbach	
	Beach Tokens	If tokens are not completely eliminated - 4+ Beach Tokens should go out to each D65 Families at the beginning of summer on the last day of school so no family has to prove hardship to gain access nor do they have to find their way to the civic center.	Karla	2
	Affordable	Using more Tiny Housing on unusual	Delores	2

	Housing	land sites		
	Youth & Young Adult Engagement	Pathways to employment, support and access to community resources, with an intentional focus on marginalized communities/wards	Kymerly	
	Business Development	Develop guides for minority business owners to help them understand how they can do business with the COE and bid on new projects.	Stephanie Mendoza	1
	Mental Health Access	equitable access to community resources that support mental health needs, with a focus on families and children who have or are experiencing trauma		
	Neighborhood Safety/Opportunity	Trained violence interrupters as alternative pathways to policing; gun violence is often rooted in inequities and there are significant gaps in exposure/involvement to violence among black and white communities	Kymerly	
	Affordable Housing	Advocate for and facilitate broad community involvement in update to the city's comprehensive plan and update to its zoning code, including consideration of eliminating single family zoning and other harmful land use practices		
	Equity Tool Kits	Develop equity toolkit for boards/commissions/committees, could include explicit equity lens	Jane	
	Commission Applications Equity Requirement	Develop question to be included in BCC application re: equity training experience (https://cityofevanston.wufoo.com/forms/z1i2zqcv0d0kx42/) and add expectation about equity priority to BCC homepage	Jane	
	City Council	Budget, budget, budget. Advocate for incorporation of equity criteria in budget development	Jane	2
	Fines, Fees	Use an REIA to evaluate impact of municipal fines & fees on BIPOC. work with local alderperson(s) to reform current fines/fees policies	Alejandra	2

RELATIONSHIP MODEL WITH CITY COUNCIL/ CITY/ COMMISSIONS	OTHER COMMISSIONS	Do a presentation to other commissions about utilizing the Equity Commission when they have major decisions they would like help walk through using a more equitable lens	Karla	1
	Mayor	Quarterly Meetings with the Mayor to ensure regular touch points on issues of equity that he is moving forward with. We need to be connected with the city's goals and initiatives on a more consistent interval.	Karla	2
	Housing & Homelessness & Reparations	Coordinate efforts related to housing among commissions & committees, and ensure an equity perspective is used throughout.	Sue Loellbach	
	Plan Commission	Advocate to fill all positions and increase the racial and socio-economic diversity of its members.	Sue Loellbach	



Memorandum

To: Members of the Equity and Empowerment Commission
From: Kimberly Richardson, Deputy City Manager
Subject: Resolution 73-R-21, "Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan"
Date: July 15, 2021

Recommended Action:

Review of the draft language for Resolution 73-R-21, "Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan".

Council Action:

For Discussion

Summary:

At the February 2021, Equity and Empowerment Commission meeting, staff recommended the Commission move forward a resolution for City Council adoption to support language access guidelines and the internal work required to operationalize language as part of the City's commitment to racial equity.

Attachments:

[73-R-21 Commitment to Operationalize Language Accessibility and Adopting A Language Access Plan-DRAFT](#)

[COE Language Access Guidelines](#)

[Staff Language Access 101 Training](#)

[Public Language Access Poster](#)

[CityFront Engag Staff Instruction Card](#)

[Staff Translation and Interpretation Request Form](#)

73-R-21

A RESOLUTION

**COMMITMENT TO OPERATIONALIZE LANGUAGE ACCESSIBILITY
AND ADOPTING A LANGUAGE ACCESS PLAN**

WHEREAS, the City of Evanston embraces its linguistic diversity and seeks to continue its path to being the Most Livable City in America; and

WHEREAS, the City of Evanston recognizes that there is an increased number of community members who speak a language other than English; and

WHEREAS, the City of Evanston believes that all community members should have equal, accurate, and timely access to City of Evanston programs, services, and information in a dignified and respectful manner; and

WHEREAS, the City of Evanston aims to meet all requirements of Title VI of the Civil Rights Act of 1964, as it relates to addressing the needs of Limited-English Proficient (LEP) persons within our community; and

WHEREAS, the City of Evanston has taken the time and exercised due diligence in the four-factor analysis to determine how to best provide needed language assistance to Limited English Proficient (LEP) persons within this community; and

WHEREAS, based on the data from the four-factor analysis, the City of Evanston has developed Language Access Guidelines,

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EVANSTON, COOK COUNTY, ILLINOIS:

SECTION 1: The City of Evanston will continue its commitment to an annual review of language access practices in its operations and make the appropriate adjustments and improvements.

SECTION 2: The City of Evanston will begin the work to transition from Language Access Guidelines to a Language Access Plan, and will adopt and strive to abide by all aspects of the guidelines set forth in said Language Access Plan.

SECTION 3: The Evanston City Council affirms its commitment to supporting the operationalization of language accessibility by: (1) supporting the needs of the community and City staff in the annual budget; and (2) participating in Language Access training to deepen our understanding of how our decisions can hinder or promote language accessibility.

SECTION 4: This resolution shall be in full force and effect from and after its passage and approval, in the manner provided by law.

Daniel Biss, Mayor

Attest:

Approved as to form:

Stephanie Mendoza, City Clerk

Nicholas E. Cummings, Corporation
Counsel

Adopted: _____,
2021

DRAFT



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

3

- 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.

Updated: June 16, 2020

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

Title VI Compliance and Providing Meaningful Language Access

This project was supported by Grant No. 2018-TA-AX-K018 awarded by the Office of Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

Learning Objectives

1. Articulate the legal requirements for language access under Title VI, other federal and state laws and regulations.
2. Identify strategies for providing language accessible services.

Title VI of the Civil Rights Act

No person in the United States shall, on the ground of race, color, or *national origin*, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving *Federal financial assistance*.

Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d

Meaning

If you are receiving federal funds, then all your programs, activities, and benefits must be language accessible.

“MEANINGFUL ACCESS”

Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed or inferior as compared to programs or activities provided to English proficient individuals.”

US Department of Justice



“Limited English Proficient”

The ability to communicate effectively in English for individuals who speak English as a second, third, or fourth language is impacted by the situation, stress, and the subject matter.

“Limited English Proficient”

It's essential to communicate in a language that your client can most effectively communicate in.

Consequence for Non-Compliance

Failure to comply with Title VI could result in the loss of Federal funding.

How Important are the Details?

How much information is okay to miss: 50%, 10%, 5%?

Top Languages Spoken in Evanston

Top 3 most requested languages

1. Spanish 43%
2. Mandarin 12%
3. Polish 9%

Top 3 languages spoken in D65

1. Spanish 70%
2. Arabic 3%
3. French 2.5%

Sources: City of Evanston & Evanston/Skokie School District 65, 2018

Scenario 1

Agency A is on a city-wide contract to use Language Line to speak with limited English individuals. Only managers are given the number and access code to Language Line. Occasionally, Language Line will come to give training on how to work with telephonic interpreters.

Is this agency in compliance with Title VI?

Bilingual Staff vs. Interpreter

Definitions

- ▶ Interpretation - Process of orally rendering communication from one language to another language (Interpreter)
- ▶ Translation – preparation of a written text from one language into an equivalent form in another language (translator)
- ▶ Qualified interpreter/translator – is a trained professional who is a neutral 3rd party with the requisite language skills, experience and knowledge to facilitate communication between parties who do not share a common language.
- ▶ Bilingual staff is someone with the language skill needed to communicate directly to an LEP individual.

Modes of Interpretation

- ▶ Simultaneous – The process of orally rendering one language into another language virtually at the same time that the speaker is speaking.
- ▶ Consecutive – The process of orally rendering one language into another language after the speaker has completed a statement or question.
- ▶ Sight Translation – The rendering of material written in one language into spoken speech in another language.

Interpreting Exercise

Summary Interpretation

- ▶ Summarization is **not** interpretation
 - Not allowed in legal and medical settings due to professional standards
 - Can cause crucial information in interviews or interrogations to be excluded
 - Untrained interpreters resort to this mode because they lack the skills for simultaneous or consecutive interpretation and cannot accurately reproduce rate of speech and density of information
- ▶ Settings
 - Using a bilingual individual who may use his/her discretion to say what is important
 - Using a bilingual staff or member who has not been trained in interpretation

SCENARIO 2

Agency B has numerous signs in their entry way about free interpretation. Their front staff is trained on how to identify languages of LEP individuals and how to contact a telephonic or in-person interpreter. The agency has a language access plan that is annually updated and has clear protocols on how to contact an interpreter, when training is available, and a contact person for language access issues.

Is this agency in compliance with Title VI?

**What about family members,
friends, or children?**

Working with an Interpreter in Person & by Phone

1. Conduct a pre-session – your expectations.
2. Everything will be interpreted – false starts, mumbling, cursing and thinking out loud.
3. Explain all is confidential.
4. Maintain pauses and hand signals to regulate the speaker.
5. Be attentive to positioning and extraneous noise.
6. Be aware of client's education level.
7. Do not give the interpreter any explanatory responsibilities.

Working with an Interpreter In-Person & by Phone

1. Use straight, simple, direct language, short phrases and first and second person.
2. Speak slower not louder. Go sentence by sentence and pause.
3. Talk through not to the interpreter.
4. Don't ask for the interpreter's opinion.
5. Have patience.
6. Be aware of interpreter fatigue.
7. Check and recheck to be sure the client understands using open-ended questions.
8. Don't be afraid to step in if you see something amiss.
9. Write down instructions for the client for the interpreter to translate.
10. Thank the interpreter!

“Exact Change Only”

A word about Google Translate and other forms of mechanized translation.

What is our mission and vision?

Mission: The City of Evanston is committed to promoting the highest quality of life for all residents by providing fiscally sound, responsive municipal services and delivering those services equitably, professionally, and with the highest degree of integrity.

Vision: Creating the most livable city in America.

What are our organizational values?

- ▶ Excellent Customer Service
- ▶ Continuous Improvement
- ▶ Integrity
- ▶ Accountability

City of Evanston Language Access Guidelines

“It is the practice of the City of Evanston to provide timely meaningful access for Limited English Proficient (LEP) person 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.”

**Let's talk about language
access procedures.
How are you providing
access?**

How to Determine if Assistance is Needed and Language Identification

- ▶ Initial interaction and observation
- ▶ Ask open ended questions
- ▶ Use language identification cards/posters
- ▶ Phone interpreter can help identify the language
- ▶ Bilingual staff may help identify the language
- ▶ Hard of hearing
- ▶ Request the individual or companion identify the preferred language

Assistance Options

Over-the-Phone Interpretation Service

▶ CityFront

- First line of “defense”
- Use audio option
- Video only for hard of hearing, interviews, or inspections
- Provide name, department, bureau (PW only), and division.
- No dispatch or supervisor approval needed (police only)

Audio Call Interpretation Instructions

1. Dial (888) 275-2985 and enter PIN: 56117859# when prompted. A customer care person will answer within 30 seconds
2. The operator will ask for your first name, last name, department and division/bureau
3. The operator will then ask for the language you would like to interpret
4. Once the language is confirmed, the operator will connect you with the appropriate interpreter
5. NOTE: When the session is complete be sure to hang up the line to ensure the session is closed

AUDIO ONLY - (888) 275-2985
PIN: 56117859

CityFront Engage Language Interpretation

Powered by: VOYCE

AUDIO CALL INTERPRETATION INSTRUCTIONS

- Dial (888) 275-2985 and enter PIN: 56117859# when prompted
- A customer care person will answer within 30 seconds
- Operator will ask for your First name, Last name, and Department
- The operator will then ask for the language you would like to interpret
- Once language is confirmed the operator will connect you with the appropriate interpreter
- **NOTE:** When the session is complete be sure to hang up the line to ensure the session is closed

TRY TO AVOID:

- Idiomatic speech (ie: "Hold your tongue")
- Complicated sentence structure
- Slang
- Profanity
- Asking multiple questions at one time



WORKING WITH YOUR INTERPRETER

- All communications are confidential
- Allow interpreter to introduce themselves and note their interpreter ID number
- Introduce yourself and provide brief description about the reason for the call

CUSTOMER CARE TEAM

- For our 24/7 customer care team, call: (844) 248-9052
- Our customer care team is available to get you started and answer any questions you may have
- If you want more information about Voyce's services, including scheduling our interpretation services, a list of languages, or even becoming an interpreter yourself, please call us or visit us online at www.voyceglobal.com



© 2020 CityFront Innovations, LLC | www.cityfront.ai

Video Interpretation Service

▶ CityFront

- Video interpretation services must only be used when:
- Working with hard of hearing individuals
- Inspections
- Interrogations/Interviews (police only)
- Must use Chrome browser [to video on PC/laptop](#)
- To install the app in your City-issued mobile device, visit: <http://onelink.to/ccvacy>
- Directors will share login info as needed.

Video Interpretation Instructions

1. Open the Voyceapp on the mobile device or tablet
2. Tap on the Blue Phone icon
3. Choose language via 'Change Language' list or tap on 'Next' if correct language is already listed
4. You will be prompted to enter your first and last name
5. Once complete, tap next. The mobile app will begin the session and call the interpreter; the interpreter should answer call within 30-45 seconds
6. Tap to end interpretation session when complete

VIDEO ONLY

CityFront Engage Language Interpretation

Powered by: VOYCE

VIDEO INTERPRETATION INSTRUCTIONS

- Open the Voyce app on the mobile device or tablet
- Tap on the Blue Phone icon
- Choose language via 'Change Language' list or tap on 'Next' if correct language is already listed
- You will be prompted to enter your First and Last name
- Once complete, tap next
- The mobile app will begin the session and call the interpreter
- Interpreter should answer call within 30-45 seconds
- Tap the volume controls, mute, and video off controls as needed
- Tap to end interpretation session when complete
- You will be prompted to reconnect to the same interpreter if needed
- Please rate your interpreter for quality assurance

TRY TO AVOID:

- Idiomatic speech (ex: "Hold your tongue")
- Complicated sentence structure
- Slang
- Profanity
- Asking multiple questions at one time



WORKING WITH YOUR INTERPRETER

- All communications are confidential
- Allow interpreter to introduce themselves and note their interpreter ID number
- Introduce yourself and provide brief description about the reason for the call

CUSTOMER CARE TEAM

- For our 24/7 customer care team, call: (844) 248-9052
- Our customer care team is available to get you started and answer any questions you may have
- If you want more information about Voyce's services, including scheduling our interpretation services, a list of languages, or even becoming an interpreter yourself, please call us or visit us online at www.voyceglobal.com



© 2020 CityFront Innovations, LLC | www.cityfront.ai

In-person Interpreters & Translations

- ▶ In-person interpreters for public meetings and translation requests will be provided upon request.
- ▶ Fill out request with ample time ahead of your meeting or due date.
 - Minimum two weeks for American Sign Language interpreters
 - Translations have a 72 hour turn around time, depending on the length and complexity of the document.

Bilingual Staff

- ▶ Last line of defense for interpretation or translation
- ▶ Proficient volunteer staff may help with simple and short translations
- ▶ [Submit translation request through intranet](#)

TDD/TTY and Relay System for the hard of hearing

- ▶ TDD/TTY machines have been phased out
- ▶ 911 Center can receive messages through TDD/TTY machines
- ▶ Relay Service is an option (711)
- ▶ 311 has text, chat, and email available









- Submit a Request
- Knowledge Base & FAQs
- Ask a Question
- Live Web Chat
- Text Us 311
- + Weekly Reports
- Email and Text Updates
- Benchmark Your Building
- Citizen Portal
- Donate
- Employment
- Emergency Notifications
- + Make a Payment
- Register for Recreation Programs
- Social Media
- Waste Services
- Volunteer
- Voting
- Veterans Memorial Wall Request

311

Evanston 311, which includes a call center and an online citizen support center, is your key to City information and services.

Talk to us, we're here to help.
Monday through Friday, 7 a.m. to 6 p.m.

Information

	Call us 3-1-1, 847-448-4311, or 711 (for Telecommunications Relay Service for persons with hearing or speech disabilities)
	Text us Text directly to 847-448-4311 More info
	Live Help Chat Online Live
	Compliment a City Employee compliments@cityofevanston.org
	Submit a Request Submit a request for service
	Ask a Question Submit your question here
	Search the F.A.Q Answers to more than 1,000 questions
	Use Our Mobile App Available in: Apple iTunes Google Play

Resources

1. Interagency Language Roundtable www.govtilr.org/
2. Lep.gov
3. Multilingual Advocate Model
www.sfaws.org/programs/direct-services/language-access.aspx
4. Community Legal Interpreter Bank
www.ayuda.com/index.cfm/community-legal-interpreter-bank
5. *“Serving Limited English Proficient (LEP) Battered Women: A National Survey of the Courts’ Capacity to Provide Protection Orders”*
www.ncsconline.org/D_Research/Documents/LEP_NIJFinalReport.pdf



Cannon Han
415-568-3314 | chan@api-gbv.org



AUDIO ONLY - (888) 275-2985

PIN: [REDACTED]

CityFront Engage Language Interpretation

Powered by: VOYCE

AUDIO CALL INTERPRETATION INSTRUCTIONS

- Dial (888) 275-2985 and enter PIN: [REDACTED] when prompted
- A customer care person will answer within 30 seconds
- Operator will ask for your First name, Last name, and Department
- The operator will then ask for the language you would like to interpret
- Once language is confirmed the operator will connect you with the appropriate interpreter
- **NOTE:** When the session is complete be sure to hang up the line to ensure the session is closed

TRY TO AVOID:

- Idiomatic speech (ie: “Hold your tongue”)
- Complicated sentence structure
- Slang
- Profanity
- Asking multiple questions at one time



WORKING WITH YOUR INTERPRETER

- All communications are confidential
- Allow interpreter to introduce themselves and note their interpreter ID number
- Introduce yourself and provide brief description about the reason for the call

CUSTOMER CARE TEAM

- For our 24/7 customer care team, call: (844) 248-9052
- Our customer care team is available to get you started and answer any questions you may have
- If you want more information about Voyce’s services, including scheduling our interpretation services, a list of languages, or even becoming an interpreter yourself, please call us or visit us online at www.voyceglobal.com



© 2020 CityFront Innovations, LLC | www.cityfront.ai

VIDEO ONLY

CityFront Engage Language Interpretation

Powered by: VOYCE

VIDEO INTERPRETATION INSTRUCTIONS

- Open the Voyce app on the mobile device or tablet
- Tap on the Blue Phone icon
- Choose language via 'Change Language' list or tap on 'Next' if correct language is already listed
- You will be prompted to enter your First and Last name
- Once complete, tap next
- The mobile app will begin the session and call the interpreter
- Interpreter should answer call within 30-45 seconds
- Tap the volume controls, mute, and video off controls as needed
- Tap to end interpretation session when complete
- You will be prompted to reconnect to the same interpreter if needed
- Please rate your interpreter for quality assurance

TRY TO AVOID:

- Idiomatic speech (ex: "Hold your tongue")
- Complicated sentence structure
- Slang
- Profanity
- Asking multiple questions at one time

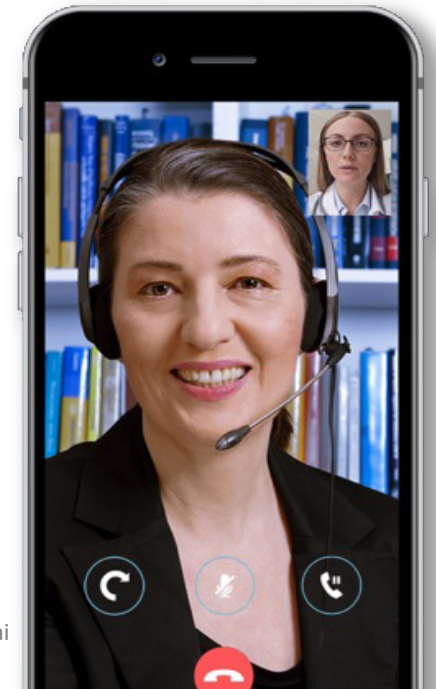


WORKING WITH YOUR INTERPRETER

- All communications are confidential
- Allow interpreter to introduce themselves and note their interpreter ID number
- Introduce yourself and provide brief description about the reason for the call

CUSTOMER CARE TEAM

- For our 24/7 customer care team, call: (844) 248-9052
- Our customer care team is available to get you started and answer any questions you may have
- If you want more information about Voyce's services, including scheduling our interpretation services, a list of languages, or even becoming an interpreter yourself, please call us or visit us online at www.voyceglobal.com



© 2020 CityFront Innovations, LLC | www.cityfront.ai

Translation and Interpretation Request Form

Please use this job request form for requesting translations and in-person interpreters.

Only fill out applicable areas pertaining to the requested job.

Have all information approved by your supervisor prior to job request submission.

Final complete approved copy for the job is to be an attached MS Word document.

Appropriate lead time is necessary.

Large translation requests – 3 to 4 weeks
Standard translation requests – 72 business hours
In-person interpreter – 72 business hours
American Sign Language interpreter – 2 weeks

Date of submission *

Submitted by *

Department *

Email *

Supervisor

Service requested: *

- Translation
- Onsite Interpretation

Release/service date: *

G/L number:

Check requested language: *

- Spanish
- Polish
- Mandarin
- Cantonesese
- Arabic
- Haitian Creole

- American Sign Language (interpretation only)
- Other

If "Other", please specify the language

Translation Requests

How many pages is the document?

How many words is the document?

Attach a File (please try to upload editable documents, i.e. Word documents)

No file chosen

Attach a File (please try to upload editable documents, i.e. Word documents)

No file chosen

Digital Job Request (choose from list)
Check all that apply.

- Newsletter creation
- Review of newsletter (proofreading)
- Newsletter Banner
- Web display ad (need size: include in job description)
- Social media jpg
- Video
- N/A

Print Job Request (choose from list)
Check all that apply.

- Flyer (8.50x11 inches)
- 2-ups (2 on an 8.50 x 11 inch page)
- Poster (11x17 inches)
- Large poster (need size: generally 24x36 inches)
- Print advertising (need size, publication and deadline)
- Postcard 4x6 inches mailer
- Postcard 4x6 inches handout
- Postcard 5x7 inches mailer
- Postcard 5x7 inches handout
- Program
-

Logo

- Brochure
- Tickets
- Coupons/Punch pass
- Outdoor vinyl banner (need size: include in job description)
- Indoor vinyl banner (need size: include in job description)
- Stickers (need size: include in job description)
- Buttons (need size: include in job description)
- Signs (need vendor template and size)
- Pins (need vendor template and size)
- N/A

Other job request not listed, include size.

Other digital job request not listed, include size.

Onsite Interpretation Requests

Below is a checklist for required information that must be included in the uploaded MS Word document. Submission upload is found at the bottom of the list. If information is missing, the job request will be sent back to the requestor.

Event Information

- In person meeting
- Virtual meeting

Type of Meeting

- Ward Meeting
- City Council Meeting
- Board/Committee/Commission Meeting
- Community Meeting
- Other

Meeting date

Meeting start time

of hours interpretation is required

Meeting location (if in person meeting)

Attach a File (please try to upload editable documents, i.e. Word documents)

No file chosen
