



CITY EXPERIENCE
Mayor's Office of Resilience and Equity

DEPARTMENT OF CUSTOMER CARE
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 Customer Care's mission to provide citizens with access to city services and information with the highest possible levels of customer service and satisfaction. The Customer Care Department serves as the central point of contact for the City of Tulsa. Citizens can request water and trash services, ask questions about city services, and report problems or concerns regarding issues that affect quality of life.

LANGUAGE ACCESS SERVICES

The Customer Care Department will provide the following language access services:

- Budget line items for up to five bilingual staff (English/Spanish) and a contract with a vendor to provide professional interpretation and translation services.
Over-the-phone interpretation: Access to professional interpreters for telephone communication during public meetings.
Language access cards: Notice of language access services through various channels, including "iSpeak" cards, email tag lines, fliers, the department's website and app, social media, and print media.

LANGUAGE ACCESS LIAISON

Table with 2 columns: Liaison Name, Title, Email, Phone Number. Row 1: Savelia Ramirez, Customer Account Representative, sramirez@cityoftulsa.org, (918)-596-0137



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STEPS FOR IMPLEMENTATION

The Customer Care Department plays a vital role in providing language services and procedures, including the use of bilingual staff, professional interpretation, and translation services. Training programs have been implemented for new and existing staff members, and various channels are utilized to inform the public about language access services. The department has made significant progress in implementing the policy, apart from translating documents into Zopau and Hmong languages.

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

Customer Care is committed to continuously evaluating and improving the language access program. In annual reports, the department will assess its language access plan to determine its overall effectiveness, review the progress of department goals and identify new goals or strategies for serving LEP residents.

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