



CITY EXPERIENCE  
Mayor's Office of Resilience and Equity

## City of Tulsa Language Access Policy Procedures One-Pager

These procedures should be used by LEP Service Departments when assisting Limited English Proficiency (LEP) individuals.<sup>1</sup> Non-LEP Service Departments should contact their Department Language Liaison to coordinate language services.

Please keep in mind:

- LEP Service Departments should maintain a list of any bilingual employees it may have, the language(s) they speak, and their phone numbers. This list should be made available to all employees in the department and should be sent to the City-wide Language Access Coordinator.
- The City of Tulsa has a contract with Bromberg & Associates, a professional language services company, to provide telephonic interpretation and translation services on an as-needed basis by qualified interpreters and translators.

### Interpretation (spoken)

#### Step 1: Identification

Identify the language needs of the LEP individual by using the City of Tulsa iSpeak card.

#### Step 2: Contact Bilingual Staff in your Dept.

Contact the bilingual staff in your dept. to see if they can assist the LEP individual.

#### Step 3: Contact Professional Language Services

If a bilingual employee is not available, dial Bromberg & Associates using your department code to connect to a professional interpreter.

→ Please refer to [Steps to Connect with a Telephonic Interpreter.pdf](#) for detailed instructions.

### Translation (written)

#### Step 1: Determine if the Document is Vital<sup>2</sup>

With the support of your dept. liaison and/or department head, determine if the document is vital.

#### Step 2: Submit to Coordinator for Final Approval

Submit the document to Language Access Coordinator for final approval: [languageaccess@cityoftulsa.org](mailto:languageaccess@cityoftulsa.org)

#### Step 3: Professional Translation

If the Language Access Coordinator agrees that the document is vital, they will submit the document to Bromberg & Associates for translation. You will receive the translated document in two to three weeks.

#### Vital documents can be:

- Applications, consent forms, intake forms or other forms to participate in a City program or activity
- Written letters or notices pertaining to rights and the reduction, denial or termination of services or benefits or that require a response, including information about the right to appeal any City

<sup>1</sup> LEP Service Departments: Identified by the Citywide Language Access Coordinator as a department that provides programs and services directly to the public or has regular and substantive contact with the public.

<sup>2</sup> Refer to the Language Access Policy for the definition of a vital document.



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Department's decision

- Notices advising LEP persons of free language assistance
- Materials explaining the City's programs or activities
- Complaint forms
- Any other written docs that have the potential for determining eligibility for, or access to, services from, or participating in, a program or activity of the City Department

### *Non-Vital Document*

#### **Step 1: Determine if Document is Vital**

With the support of your dept. liaison and/or department head determine if the document is vital.

#### **Step 2: If Document is non-vital, share with your Bilingual Staff**

If your document is non-vital, ask your bilingual department staff if they can translate the document.

#### **Step 3: Professional Translation Services**

If a bilingual employee cannot translate, contact Bromberg & Associates. Please note, your dept. will need to pay for the translation of any non-vital documents.

### **Reporting**

- The Citywide Language Access Coordinator will provide an annual report template for the LEP Service Department Liaisons to complete.
- Liaisons should submit an annual report by January 30 of each year.

**FOR MORE INFORMATION, CONTACT THE CITYWIDE LANGUAGE ACCESS COORDINATOR:**  
[LANGUAGEACCESS@CITYOFTULSA.ORG](mailto:LANGUAGEACCESS@CITYOFTULSA.ORG)