

 **[CA-213199] Lobby Management: Expansion of Available Languages**

Issue Type:	CER	Team Responsible:	Assignee:	Erick Arreola
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes: No	Estimate:	
Reporter:	Lien Phan	Regulation Reference:	Created:	01/30/2020 05:46 PM
Status:	In Progress	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

**Current Design:
Request:**

To comply with Title VI of the Civil Rights Act of 1964 & CDSS Div 21-100 provision for providing multilingual services to applicants and recipients whose primary language are non-English.

Issue: Currently, CalSAWS Lobby Management solution only offers two languages for on-screen and voice announcement: Spanish and English. In order to adhere to Div 21-100 (Civil Rights Regulations for Non-discrimination in Federally Assisted Program) and increase efforts to eliminate language barriers when providing public services, this request is being submitted to provide visual and audible announcements in CalSAWS counties' respective threshold languages. This will ensure that these individuals can communicate with their local human/social services agencies and receive public services to which they are entitled to.

Title VI of the Civil Rights Act of 1964, as amended 42 U.S.C. § 2000d et seq states Limited English Proficiency (LEP) clients must have meaningful, effective and equal access to programs and services, including written and oral language assistance, translations, provision of bilingual workers, in-house interpreters, community or contract interpreters or telephone language lines

California Department of Social Services (CDSS) Div 21-104 s (2) regulations specifies threshold language as languages spoken by a 'substantial' number, defined as 5 percent or more persons of a program/location who are non-English speaking, deaf, or hearing impaired, and requires that Provision of bilingual/interpretive services shall be prompt without undue delay.

Dymally-Alatorre Bilingual Services Act Gov. Code § 7295 states Agencies must translate written materials provided to LEP clients when 5% or more of the clients in that office speak a particular language

As an example, Alameda has the following languages that are considered threshold (in addition to English): Spanish, Vietnamese, Cantonese, Mandarin, Farsi, Tagalog and Cambodian.

Recommendation:

- Provide options for applicants and recipients to be able to select their threshold languages from the lobby management kiosks and other mobile devices (FACT tablets, iPad, Samsung Galaxy tablet, etc).
- Provide on-screen and voice announcements in the client's threshold language for when a ticket is being called for service.

**Outreach
Description:
Operational Impact:**