



Language Access Advisory Board

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Language Access Program in the City and County of Denver

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Language Access Program in the City and County of Denver: Overview

Executive Order 150: Citywide Language Access Program (December 2022)

- Established the City and County of Denver (CCD) citywide Language Access program to ensure that the City communicates effectively and equitably with Limited English Proficient residents through the reasonable provision of language access services.
- Applies to all City agencies under the Mayor's purview providing public facing services or information, **regardless of receipt of federal funding.**

Language Access Program in the City and County of Denver: Language Access Planning

CCD does not have a citywide language access plan.

As per E0150, individual City agencies are responsible for “developing, making modifications, finalizing, and implementing initial and subsequent agency language access plan(s) for all public facing programs, activities, and services.”

All plans are reviewed by the CCD Language Access Team.

All plans include policy directives, implementation plan, protocols and procedures, and signature page sections.

Language Access Program in the City and County of Denver: Language Services

Languages spoken by 1,000 or more LEP Denver Residents (ACS, 2019)	Languages most encountered by CCD agencies
Vietnamese	ASL
Russian	Burmese
Chinese	Farsi
Amharic	Karen
Spanish	Nepali
Arabic	Somali
French	

Federal and local legislation states that we must take reasonable steps to provide Limited English Proficient (LEP) persons meaningful access to vital information about programs, services, and activities, which includes providing interpretation and translation services. The obligation to provide meaningful access is fact-dependent and involves an individualized assessment.

Table 1. Top 12 CCD languages.

Language Access Program in the City and County of Denver: Interpretation Services

Q: Are there some things for which the city always provides interpretation services? If so, what? Are there things where people have to request interpretation services? If so, how many requests do you get, and for what?

A: The provision of interpretation services is determined by each agency/program following EXO 150 and Title VI requirements. Some of the City services that always have interpretation services available are 911 and 311.

Q: Do you provide interpretation for City Council meetings or committee meetings? Any boards and commissions?

A: Spanish interpretation is available for all City Council meetings via Zoom. Other languages are accommodated upon request, with at least 3 business days notice. Boards and commissions offer interpretation services by request only.

Language Access Program in the City and County of Denver: Interpretation Services

Q: Does the city have interpreters on staff or contract with someone?

A: Some city agencies have on-staff interpreters, but most utilize outside language service providers. There are several citywide language service providers that all city agencies have access to.

Q: Is there a limit on what languages you will interpret?

A: There is no limit. City agencies must ensure meaningful access to public-facing benefits, services, and programs for all.

Q: Is ASL interpretation included in language access or handled separately?

A: The Denver Office of Deaf and Hard of Hearing Services (DHHS) provides sign language interpreters and real-time captioning via Communication Access Real-time Translation (CART) to CCD agencies at no cost. The Language Access team works closely with DHHS though guided by different legislation.

Language Access Program in the City and County of Denver: Translation Services

Q: Does Denver provide translation of all public documents or some? If some, how do you decide?

A: All vital documents must be translated into all top 12 CCD languages and must include the access statement for free oral interpretation. A vital document is a written material that contains information that is critical for understanding, accessing, applying for, and obtaining information about an agency's program, service, and/or activity, or is essential to alert the public to critical safety or emergency information.

Q: Is the municipal code or the city charter translated?

A: Yes, the City's municipal code is translated via an embedded translation widget on the city's website.

Q: Is all or part of the city's website translated?

A: All of the website is translated through an embedded translation widget.

Language Access Program in the City and County of Denver: Translation Services

Q: Do you translate documents upon request? If so, how many requests do you get, and for what?

A: Yes, documents can be translated upon request. Every agency handles their own translation requests.

Q: Do you use translation companies, in house translators, computer programs/AI, something else?

A: CCD has two citywide language service providers that handle translation requests in addition to the translation widget on the City's website.

Q: What languages do you translate documents into generally?

A: All vital documents are translated into top 12 CCD languages. Other documents are translated based on program needs and resident requests.

Questions?