



**LPRO**  
LEGISLATIVE POLICY  
AND RESEARCH OFFICE

# Oregon State Assembly Language Access Team

**PREPARED FOR: Language Access Advisory Board  
Colorado General Assembly**

**DATE: September 19, 2024**

**BY: Misty Mason Freeman, Director, Legislative Policy & Research Office  
Hector De la Cruz, Language Access Supervisor**

# Mission

*The mission of the Language Access Program within the Legislative Policy and Research Office (LPRO) is to provide meaningful access to the legislative process for individuals who communicate using languages other than English. Language is the bridge to understanding, and we are committed to ensuring that every Oregonian requesting our services, regardless of their hearing abilities or language spoken, has access to that bridge.*



# Language Access Team

- **Hector De la Cruz**  
Language Access Supervisor
- **Victor Urbieto**  
Spanish Staff Interpreter
- **Edwin Cancel**  
American Sign Language (ASL) Services Specialist
- **Sara Cavaletto**  
American Sign Language (ASL) Staff Interpreter
- **Nakai Colmenares-Hawe**  
Language Access Services Committee Assistant



# Services Include

- Spoken language interpretation or American Sign Language (ASL) interpretation
- Translation of legislative documents, testimonies, newsletters, and communication between legislators and constituents
- Communication Access Realtime Translation (CART) services





JONATHAN CARVER  
THOMAS J. HOWELL  
JOHN M. LOUGHLIN  
DAVID P. THOMPSON

JOHN QUINCY ADAMS • WILLIAM K. BROUGHTON • WILLIAM G. T'VAULT  
ALEXANDER KOSS • JOHN C. FREMONT • ROBERT MOOKE • BRUNO HECETA  
WASHINGTON IRVING • RUSSEL FARNHAM • GEORGE SIMPSON • JOSEPH  
G'RYAIS • PLEKKE JEAN D'YMET • GEORGE CROOK • DONALD M. KENZIE

SACA JAWER • DAVID  
BILL • JOHN MINTO  
SAMUEL K. BARLOW  
ORVILLE C. PRATT

W. SAMUEL • GABRIEL  
FRANZOSSE • JOHN INGH  
JOHN • DANIEL E. KELLY  
JOHN W. FACEWOLD

GUSTAVUS HINES •  
THOMAS J. DRIER  
SCOTT • JAMES H. W  
STRONG • NAR



# How the Program Works

- By default, simultaneous American Sign Language (ASL) interpretation is provided for all public committee and task force meetings
- By request, ASL, Spanish, or other interpretation is provided for:
  - Testimony in a public meeting
  - Simultaneous spoken language interpretation of a public meeting
  - Any interpretation for a meeting with a legislator
- By request, translation of written documents and communications for legislators
- By request, translation of written testimony for members of the public

Requests for services can be made by legislators, staff, or members of the public.



# Additional Program Details

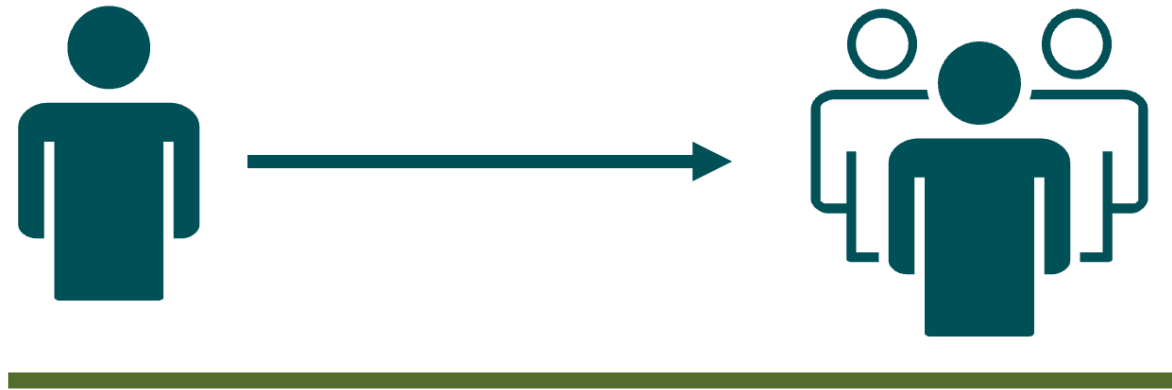
To address partisan request, manage high request volume, and accommodate languages not spoken by our team, we utilize external partnerships.

- Additional spoken language interpretation is provided through:
  - External partners
  - ListenWifi application
  - Language Line phone service
- Additional translation of written documents is provided through:
  - External partners



# The Beginning - 2021

- **April 2021** – First Language Access Coordinator hired to oversee the development and implementation of the Language Access Program
- **June 2021** – First Spanish Staff Interpreter hired
- **December 2021** – American Sign Language (ASL) specialist hired





# Development and Community Outreach - 2021

- **Summer/ Fall 2021** – Engaged with various community organizations throughout the state to learn about language access needs and get the word out about the services available at the State Capitol
- **December 2021** – Developed a comprehensive Language Access Plan



# A Busy Year - 2022

- Throughout 2022, the team completed **63 requests**
- **February 2022** – Supported the short legislative session with upon-request interpretation services
- **Summer 2022** – Supported three legislative task forces with interpretation and translation services
- **November 2022** – Second Spanish Staff Interpreter hired



# Continued Growth – 2023

- The Language Access Team supported the long legislative session with remote and in-person interpretation services for committee hearings and upon-request spoken language interpretation.
- Two new initiatives were launched:
  - a dedicated Language Access website providing key information and resources
  - the ListenWIFI app, allowing individuals to request live interpretation of committee hearings in their language of choice.
- Second ASL Interpreter hired in November 2023



# New Initiatives and Enhancements – 2024

- The Language Access Team provided real-time simultaneous Spanish interpretation for select committee hearings during the short session using the ListenWIFI app in the Capitol
- The Spanish team recorded the interpretation from those meetings and made audio recordings available on OLIS, broadening accessibility for all
- Two new initiatives were launched:
  - Pilot AI interpreting feature through the ListenWIFI app during the short session
  - Expanded the number of Task Forces and added the Joint Committee Transportation Tour




# New Documents and Resources

- **Fall 2023** – Translated the nearly 300-page Summary of Legislation into Spanish for the first time
- **December 2023** – Drafted a legislative glossary
- **February 2024** - Real time simultaneous Spanish interpretation for select committee hearings
- **Spring 2024** – Translated the Summary of Legislation into Spanish



Informe del Resumen Legislativo

## Transportación e Infraestructura



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Este informe del resumen legislativo destaca las medidas de política sobre **Transportación e Infraestructura** que recibieron una audiencia pública en un comité de política durante la sesión legislativa ordinaria del **2024**. El informe está organizado por subtemas e incluye el número de la medida; el estado de la medida: aprobada [✓] o no aprobada [✗]; y una descripción breve de la medida.

**Subtemas de Transportación e Infraestructura**

- [Aviación](#)
- [Estacionamiento](#)
- [Bicicletas y Peatones](#)
- [Ferrocarril - Mercancías y Pasajeros](#)
- [Puentes](#)
- [Carreteras y Autopistas](#)
- [Vehículos Eléctricos](#)
- [Aplicación de las Normas de Tráfico](#)
- [Combustibles y el Suministro de Combustible](#)
- [Impuestos y Tarifas de Transporte](#)
- [Servicios Públicos](#)

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**Aviación**

HB 4109 ✓ La medida específica que los fondos disponibles de subvenciones para el Departamento de Aviación de Oregon pueden utilizarse como fondos de contrapartida para cualquier subvención disponible de la Administración Federal de Aviación, y no sólo para las subvenciones del Airport Improvement Program (Programa de Mejora de Aeropuertos).

**Nota:** Esta medida es un proyecto de ley omnibus que incluye otras provisiones.

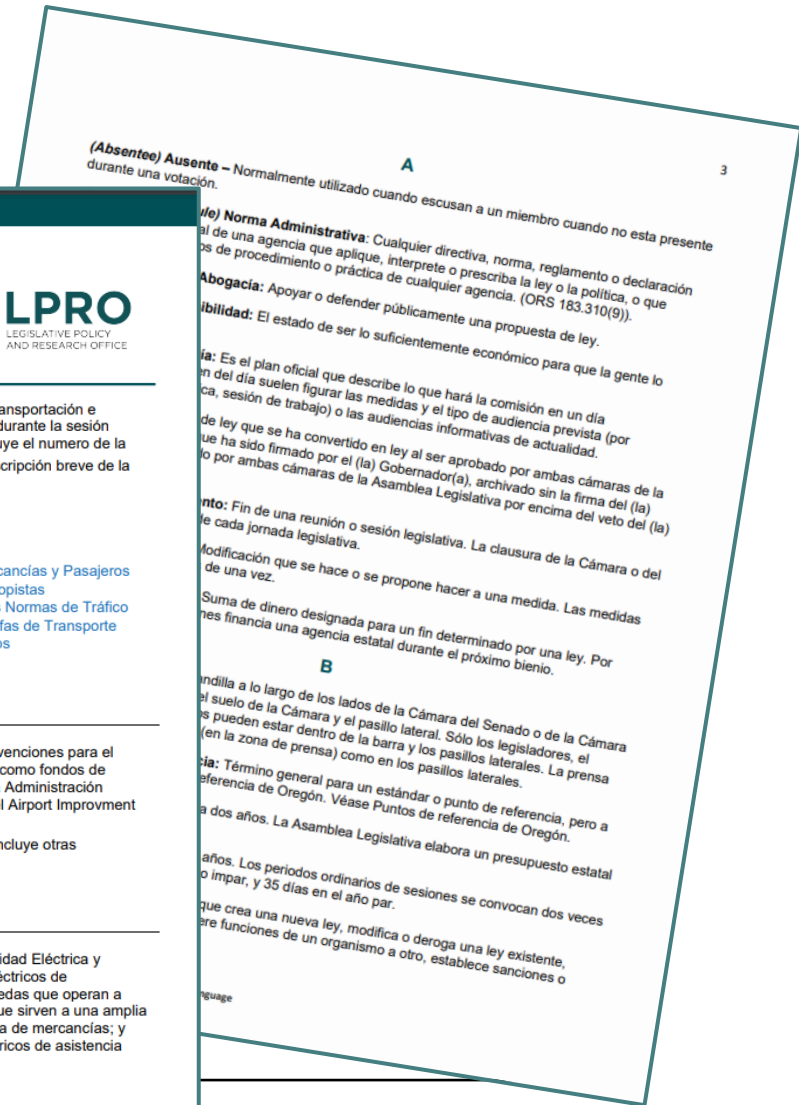
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**Bicicletas y Peatones**

HB 4067 A ✗ La medida habría creado el Grupo de Tarea sobre Movilidad Eléctrica y definido "electric micromobility devices" ("dispositivos eléctricos de micromovilidad") para incluir pequeños vehículos con ruedas que operan a velocidades menos de 30 millas por hora; dispositivos que sirven a una amplia gama de necesidades de los usuarios, incluida la entrega de mercancías; y dispositivos como bicicletas eléctricas, dispositivos eléctricos de asistencia

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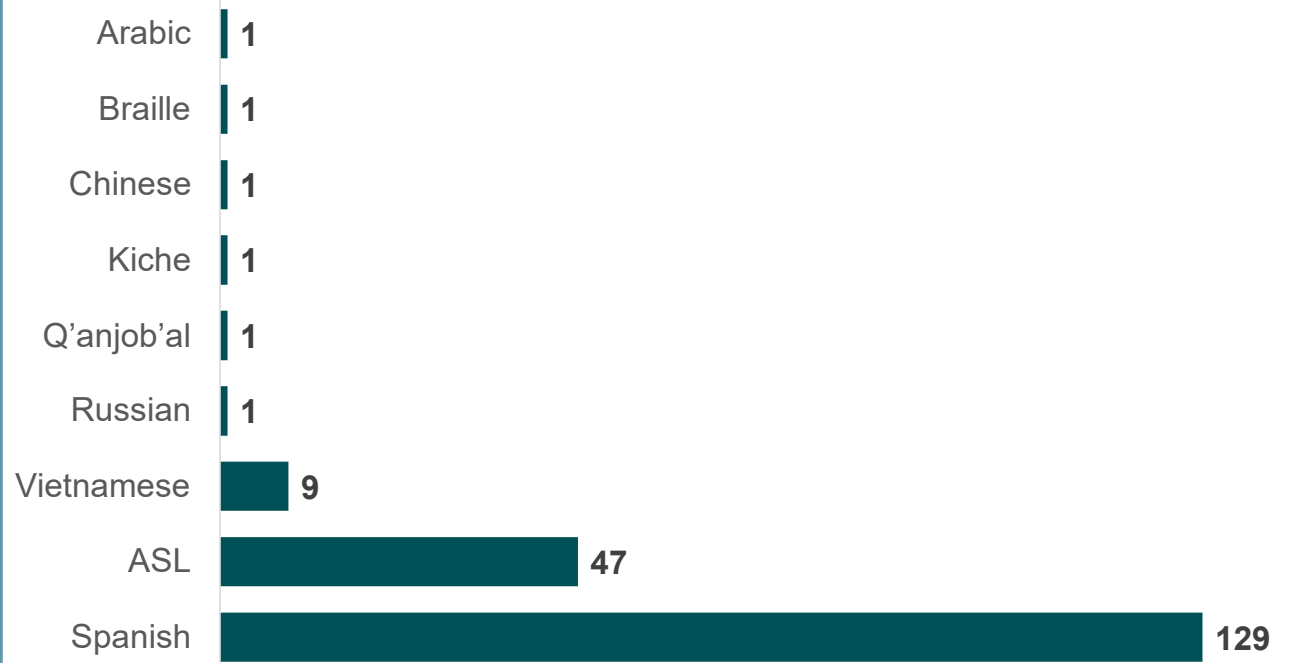


# Summary of Services

In 2022 and 2023, the Language Access Team has completed **over 190 requests** for interpretation and translation.

This includes supporting requests in an expanded number of languages such as Vietnamese, Chinese, Arabic, Braille, and Mayan dialects.

In 2022 and 2023 the Language Access Team supported requests in many languages



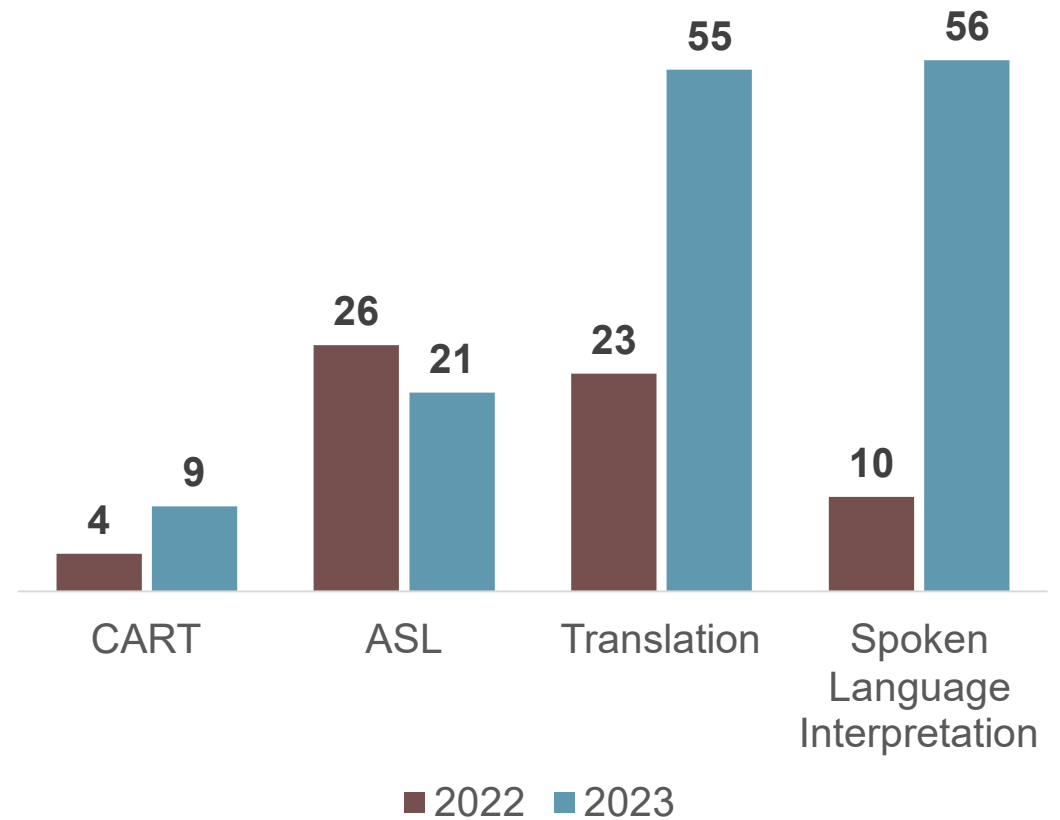
# Types of Requests

To date, translation has been the most common type of request.

In addition to services by request in 2023 the team provided:

- ASL interpretation for all legislative committee meetings
- live interpretation services for committee meetings

Language Access Requests increased in 2023



# Thank you. Questions?

Hector De la Cruz, Language Access Supervisor

Legislative Policy and Research Office

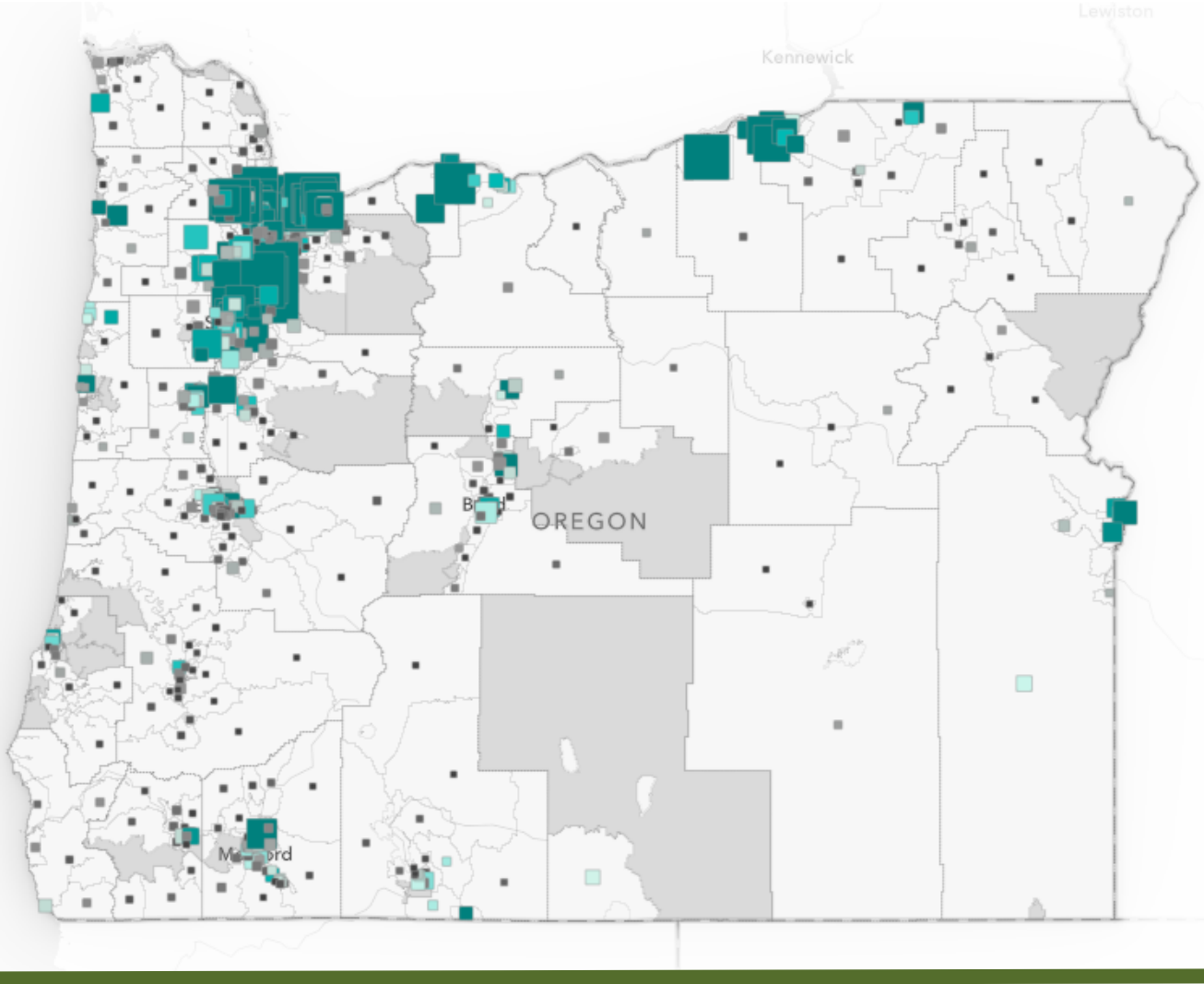
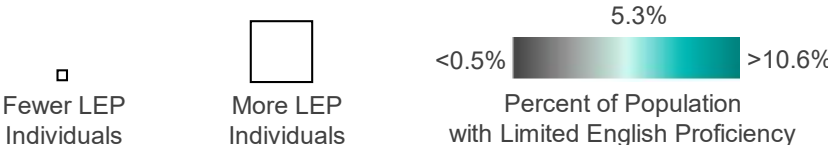
[LanguageAccess@oregonlegislature.gov](mailto:LanguageAccess@oregonlegislature.gov)

<https://www.oregonlegislature.gov/lpro/Pages/language-access.aspx>



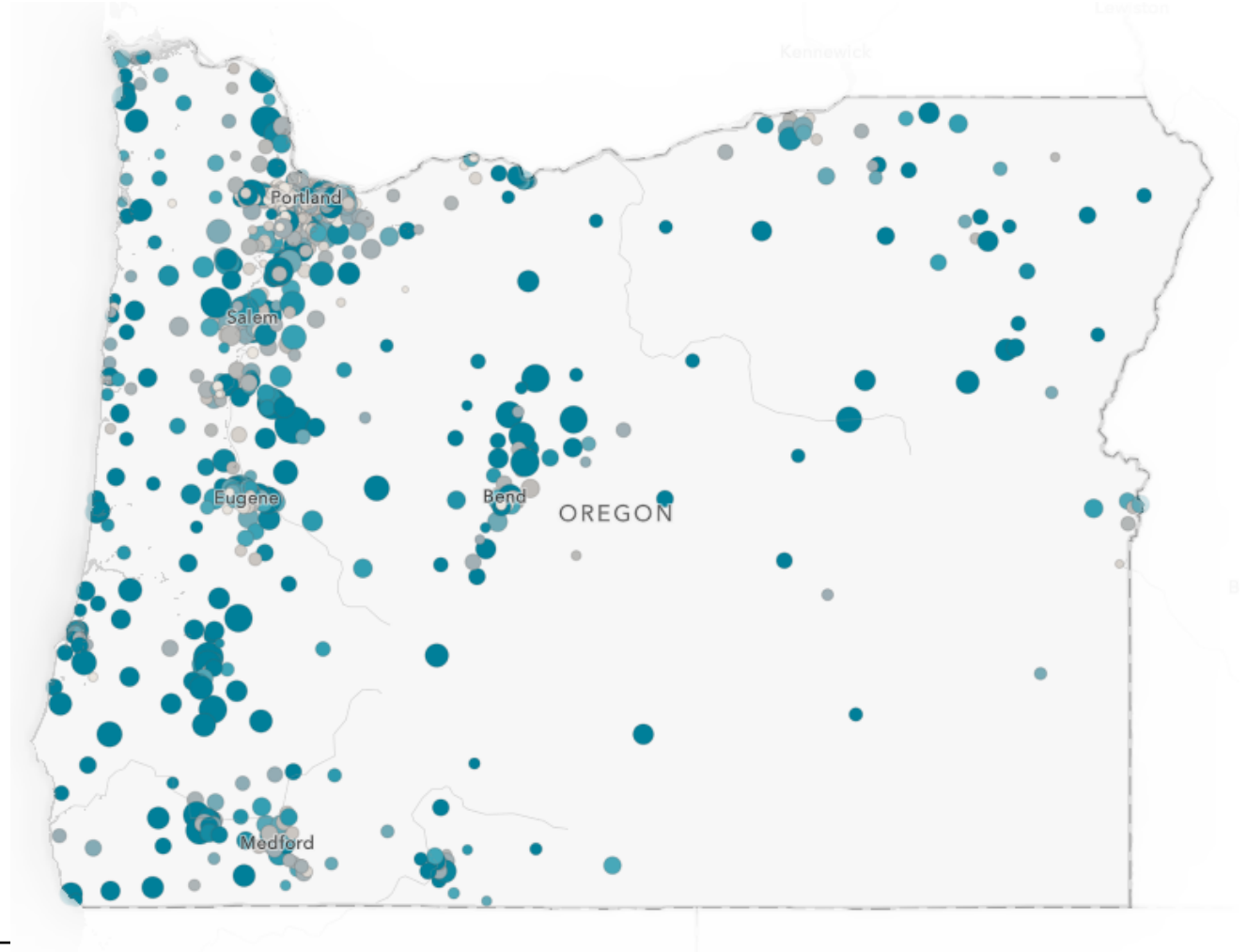


# Limited English Proficient\* (LEP) individuals live across the state



\*American Community Survey, US Census Bureau, 2018-2022

# Oregonians who are Deaf or Hard of Hearing\* live in all parts of the state.

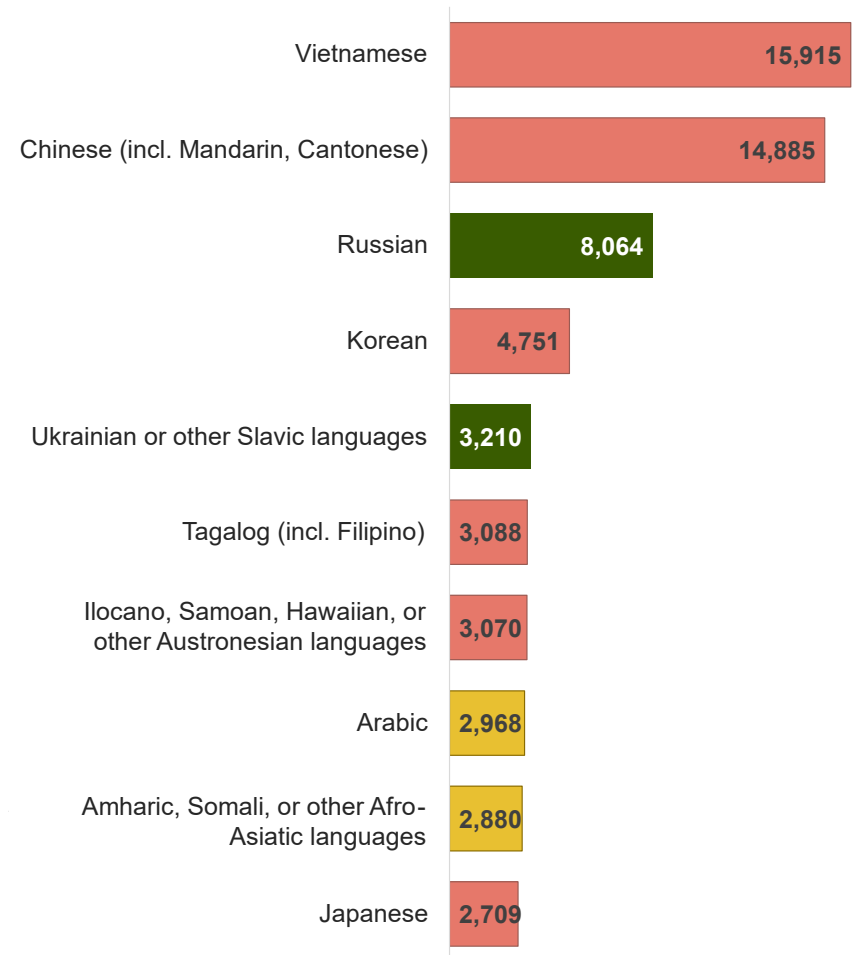


# ACS\* Language Estimates

The ACS estimates that in Oregon there are **126,581 people** who speak Spanish at home and speak English less than very well.

While Spanish is the most common language, there are many languages spoken by LEP individuals in Oregon.

10 Most Common Languages Spoken at Home (Excluding Spanish) by LEP Individuals



# ACS\* Language Estimates

The 2018-2022 American Community Survey (ACS) estimates that **194,618 Oregonians**, about 4.6 percent, have hearing difficulty.

Oregonians with Hearing Difficulty by Age

