



County of Orange

County Policy

Subject:	Language Access Policy	DocuSigned by: <i>Frank Kim</i> 44308AB26B464EC...
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Policy Owner:	CEO-Government & Community Relations: Signature _____	
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A. Policy

The County of Orange (County) is committed to meeting the diverse language needs of its members of the public regardless of their level of English proficiency. Accordingly, the County will endeavor to publish health, public safety, and other critical programs and services information translated into the most Prevalent Languages spoken in the County as determined by the most recent United States Census, for example: Spanish, Vietnamese, Korean, Chinese, and including Arabic and Farsi as warranted. When departments are producing large and complex documents in which making translation is financially and/or logistically unfeasible, the department may provide translated summary documents (printed and/or posted).

B. Purpose

The purpose of this policy is to establish the standards and procedures for County departments to endeavor in providing constituents, regardless of their English language proficiency, with communications in the Prevalent Languages relevant to access County programs, services, and information, including but not limited to Board of Supervisors meeting agendas; emergency and public health notices; infographics; flyers; signage posted in public spaces; and County websites.

C. Authority

On April 7, 2020, the Board of Supervisors directed the County Executive Officer to formally develop a County of Orange Language Access Policy that establishes standards and procedures for providing equal access to County services and programs to all residents, regardless of their proficiency in English.

D. Scope

This policy applies to all County departments that provide programs, services, and information to the public. Departments may need to address both the translation of written materials and the need for interpretation services.

E. Responsibilities

The County Executive Officer or designee is the owner of the Language Access Policy and is responsible for monitoring departmental compliance. Individual Department Heads are responsible for



implementing this policy as it pertains to the programs, services, and information provided by their department. Department Heads are also responsible for implementing department-specific procedures that ensure policy compliance. The County Executive Office Policy Coordinator is responsible for the maintenance of this policy, including updates as necessary, publication, and distribution.

F. Definitions

Term	Definition
Interpretation	An oral form of translation, enabling real-time cross-linguistic communication either face-to-face, in a conference setting, or over the phone. It can also be called oral translation, real-time translation or personal translation. This is the process where a person repeats what is said out loud in a different language.
Prevalent Languages	Using the data provided by the 2020 Census for the Section 203 determinations, the top four languages other than English, with the population number, in Orange County, are: Spanish, Vietnamese, Chinese and Korean. Prevalent languages may change and CEO Communications will inform departments as they occur. For 2020 Census data, see Section H.
Translation	Rendering text from a source language into a target language while preserving meaning. Translation is written.

G. Procedure

Departments primarily interact with the public in one or more of the following ways: via written communications, in person, over the phone, in an interview, and with press releases and/or press conferences. A variety of options are available to departments to provide translation and interpretation services.

G.1 Translation of Written Communications

G.1.1. Documents for Public Distribution

Departments distributing or creating documents for the public should endeavor to make those documents available in the Prevalent Languages.

Departments may conduct their own request for proposals (RFP) to establish a contract with a language translation service provider. They may also use online translation services or bilingual County staff members to translate documents as needed. A Regional Cooperative Agreement will be established to ensure consistent scope of work with the selected contractor.

**County Policy****G.1.2. Signage**

The County will establish standards and guidelines for: 1) translated signs that can be understood by all County visitors, including non-English speakers and 2) creating signs that say that translation is available.

Departments should post notices wherever feasible to inform members of the public of the option to obtain language interpretation services.

G.1.3. County Websites

Departments should have available a third-party, online, real-time translation service for use by non-English speakers in accessing information posted on a County website.

When selecting a language in which to view a County or departmental website, users are to be advised that the translation service is not controlled by the County and that the County is unable to guarantee the accuracy of third-party translation. The County will make reasonable efforts to provide accurate translations; however, no automated or computerized translation is perfect, and it is not intended to replace human or traditional translation methods. The pages in English on the County website are the official sources of information. Discrepancies or differences created in the translation are not binding and have no legal effect for compliance or enforcement purposes.

G.1.4. County Social Media Accounts

Departments distributing or creating documents for a County social media account should endeavor to make those documents available in the Prevalent Languages.

G.1.5. Board of Supervisors Meeting Agendas

The Clerk of the Board is responsible for making Board of Supervisors meeting agendas available to non-English speakers in the Prevalent Languages at the time of publication of the English version of the agendas. The agenda may be made available in printed format.

G.2 Language Interpretation**G.2.1. In-Person and by Phone**

Effective communication with individuals who are non-English speakers can be achieved through bilingual County staff and contracted interpreter services.

The County employs a number of bilingual staff who are available to assist members of the public when an interpreter may be needed. Departments should maintain a list of these employees and are encouraged to utilize these staff members, pursuant to all applicable labor agreements, to provide interpretation services when doing so will not disrupt County operations.



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Departments may establish contracts with language interpretation services contractors in accordance with CPM. These services may be required in instances where longer-term interpretation requirements need to be met in order to serve the public interest. A Regional Cooperative Agreement will be established to ensure consistent scope of work with the selected contractor.

Departments are encouraged to offer interpretation services at public outreach events.

Interpretation services are to be provided at no cost to members of the public.

When contacted in person or over the phone by a member of the public whose English proficiency appears to be limited and may limit the person's ability to access County services or programs, County employees shall inform the individual that, upon request, language interpretation services are available at no cost to him or her.

Departments may also choose to contract for telephonic interpreter services.

G.2.2. Board of Supervisors Meetings

The Clerk of the Board is responsible for making language interpretation services available in the Prevalent Languages when requested for Board of Supervisors meetings. Interpretation services are ideally simultaneous with the event but may also be offered with the recorded versions of the meetings.

The Clerk of the Board shall not require members of the public to provide any equipment or to cover any of the cost associated with Prevalent Languages interpretation services. Because language interpretation services may require additional setup, the Clerk of the Board may require advance notice in order to provide language interpretation services for individuals at meetings. Any such advance notice requirement cannot be longer than three business days prior to the meeting or event. The Clerk of the Board shall make reasonable efforts to obtain language interpretation services even in the event that a member of the public makes a request after the deadline for advance notice.

H. References

#	Title/URL
1	United States Census Bureau Section 203 Determinations Dataset https://www.census.gov/data/datasets/2021/dec/rdo/section-203-determinations.html
2	United States Census Bureau Section 203 Language Provisions of the Voting Rights Act https://www.census.gov/programs-surveys/decennial-census/about/voting-rights/voting-rights-determination-file.html