

# **Language Access Office**

## **Ordinance 240165**

Presentation to  
Finance, Governance and Public Safety Committee  
City of Kansas City, Missouri

# Why is Language Access Important?

Language access eliminates barriers to services and opportunities and increases effective communication, transparency, and engagement in local government.

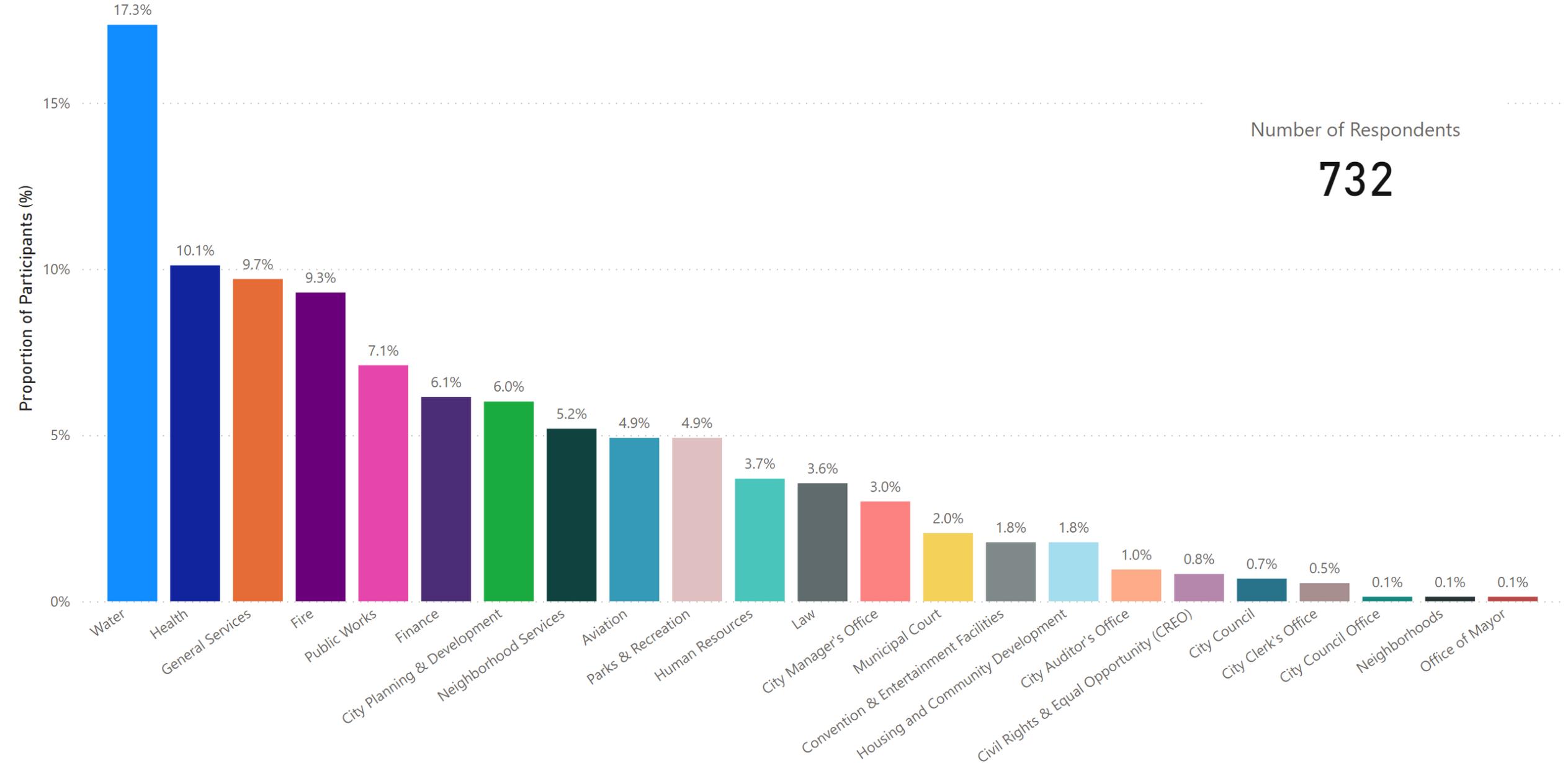
# **Residents' Request to City Staff for Interpreter or Translation Supports**

City of Kansas City Internal Assessment for  
Language Access

# Q4. Please specify your department

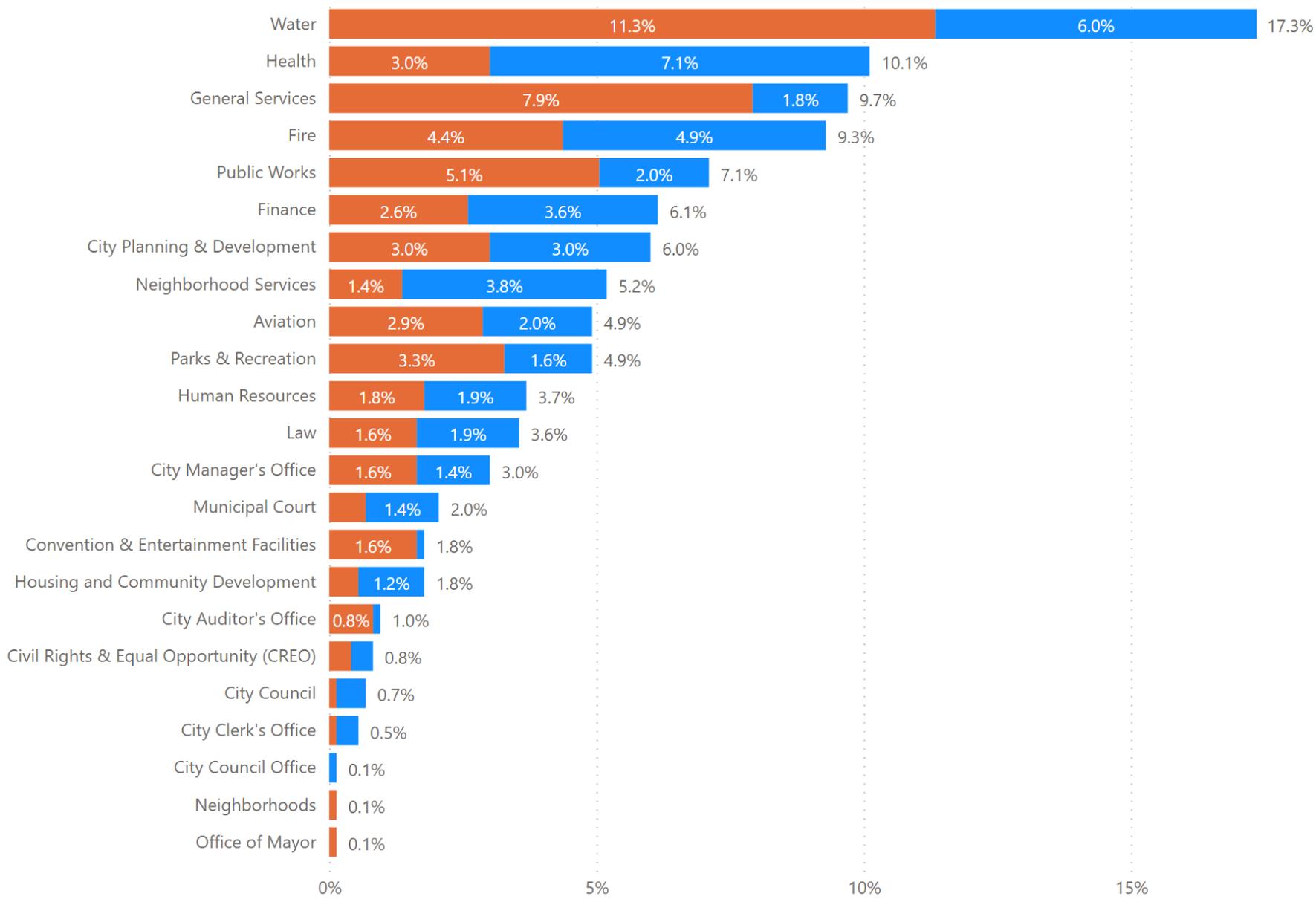
Number of Respondents

732

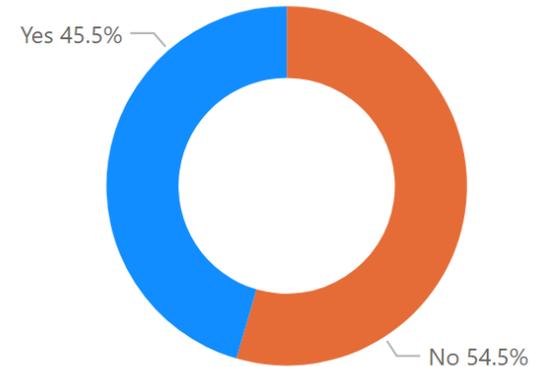


# Q6. Have you ever received a request from residents requiring language translation or interpretation services?

Percentage of Responses by Department

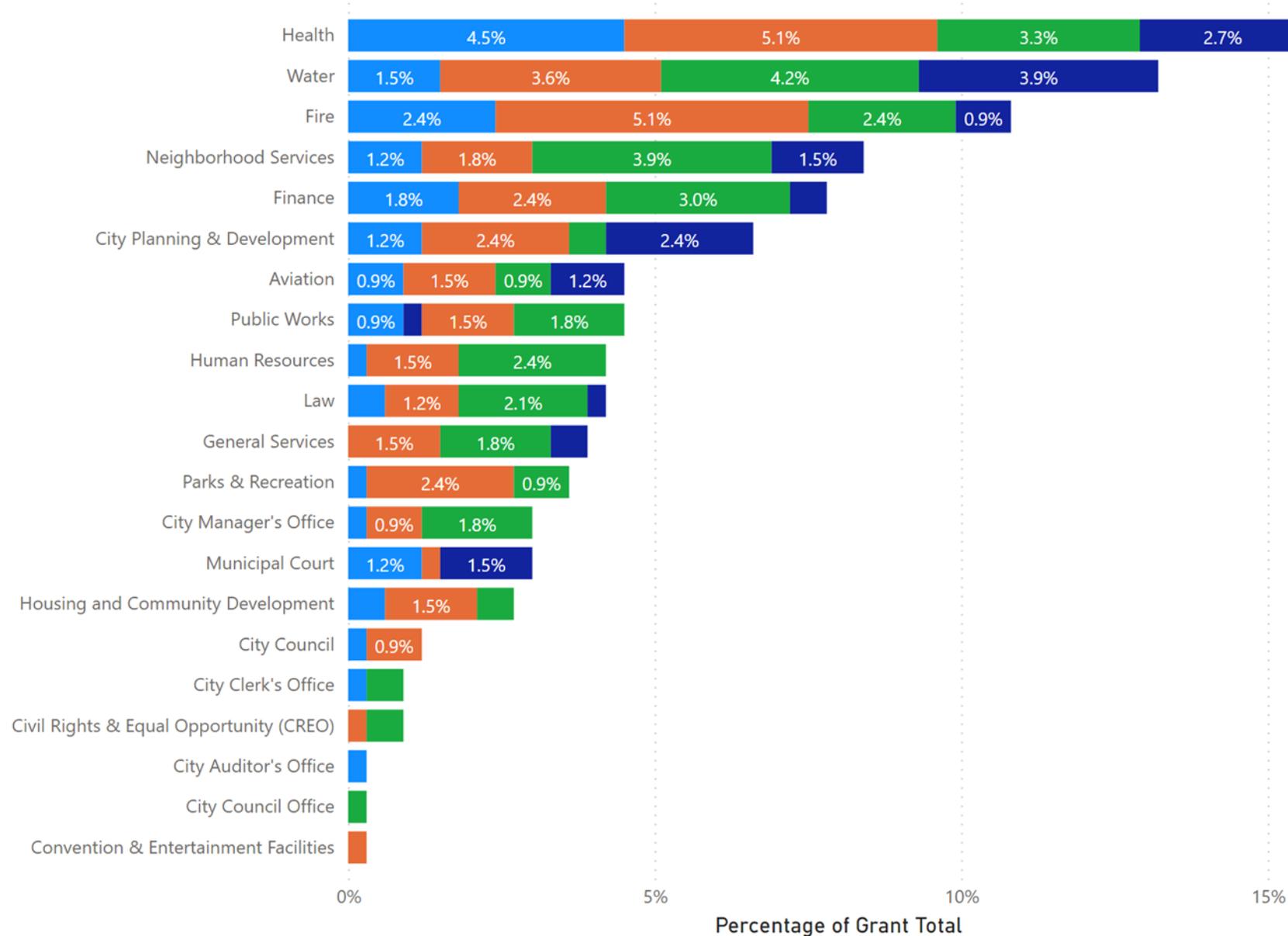


Overall Responses



# Q7. How often have you received such requests?

**Requests Frequency** ● Frequently (at least once a week) ● Never ● Occasionally (monthly) ● Rarely (maybe once per year) ● Very Frequently (daily)



# Comparison Top Languages Spoken & Requested

## US Census Data

### Top Languages Spoken by LEP Population in Kansas City, Missouri

Spanish

Amharic, Somali or other Afro-Asiatic Languages

Chinese (Incl. Mandarin, Cantonese)

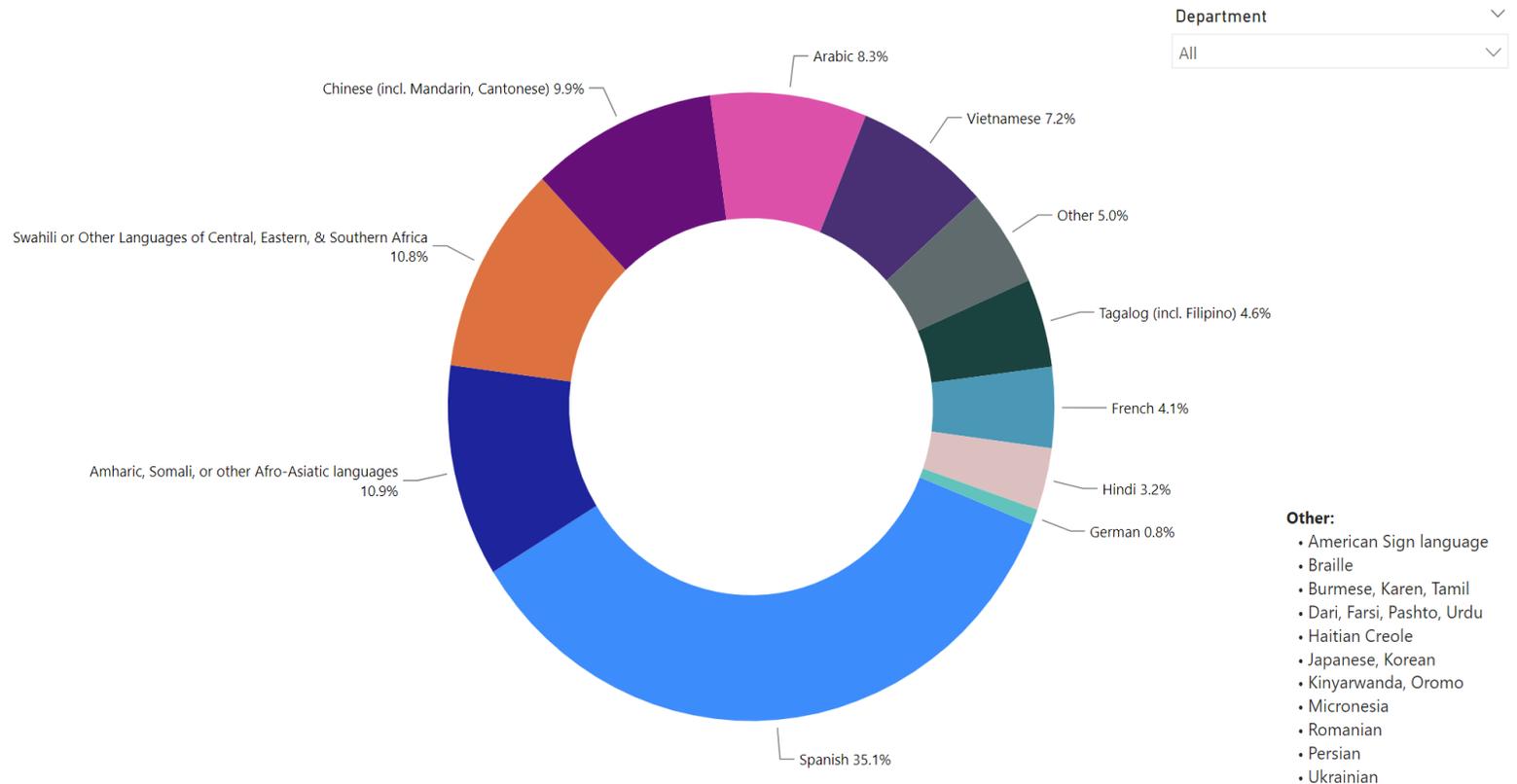
Vietnamese

Arabic

French

Punjabi

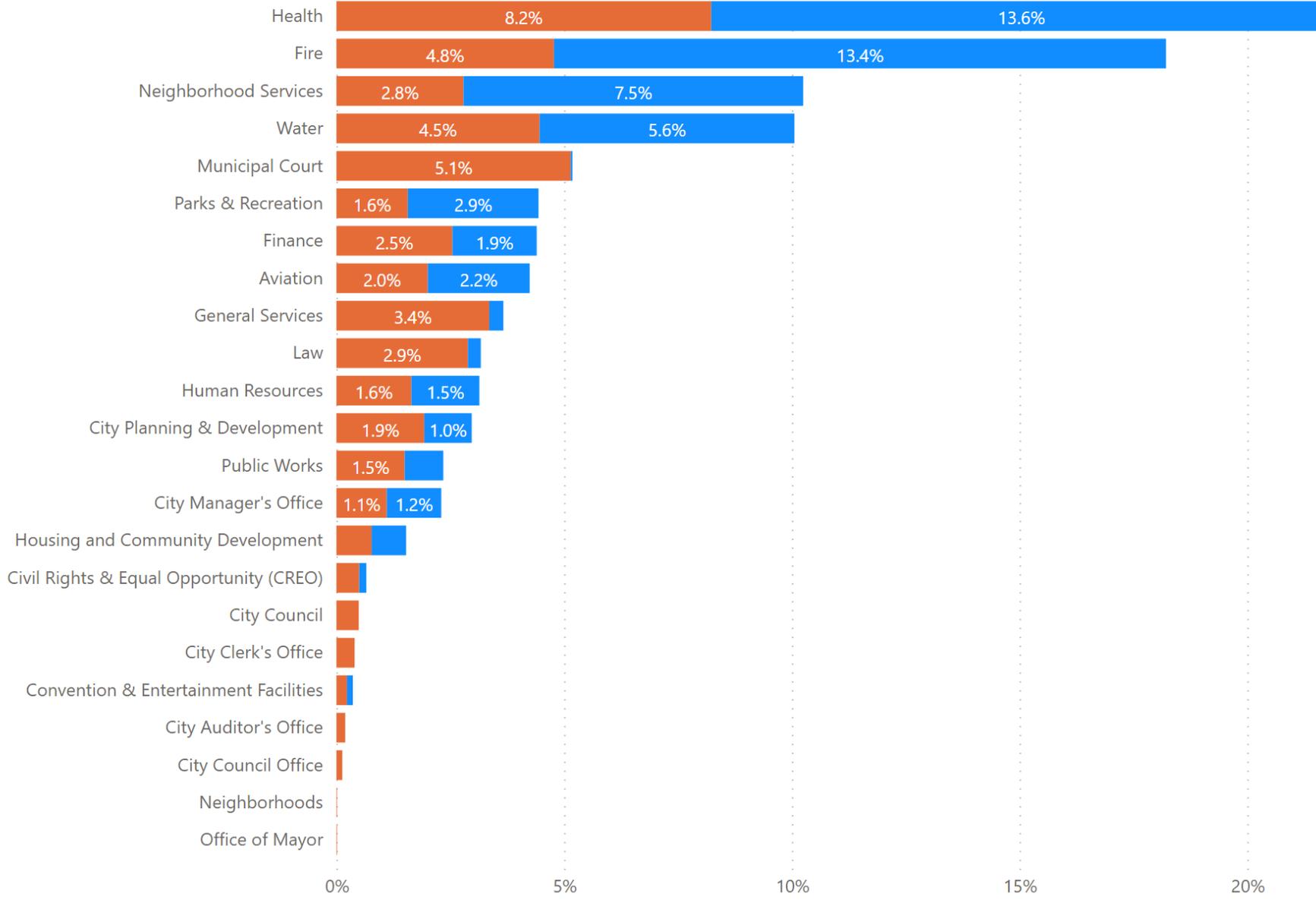
## City of Kansas City Employee Responses of Requests Received



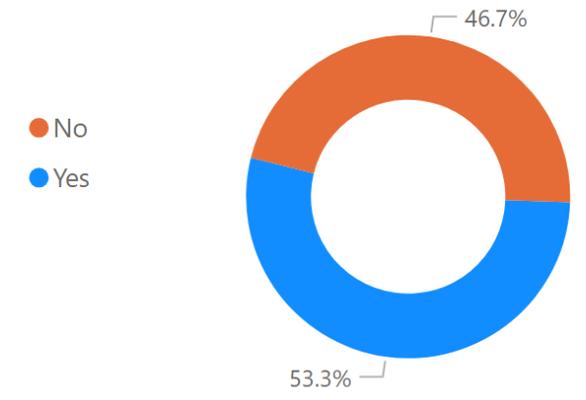
# Employee Needs – Language Access Supports

City of Kansas City Internal Assessment for  
Language Access

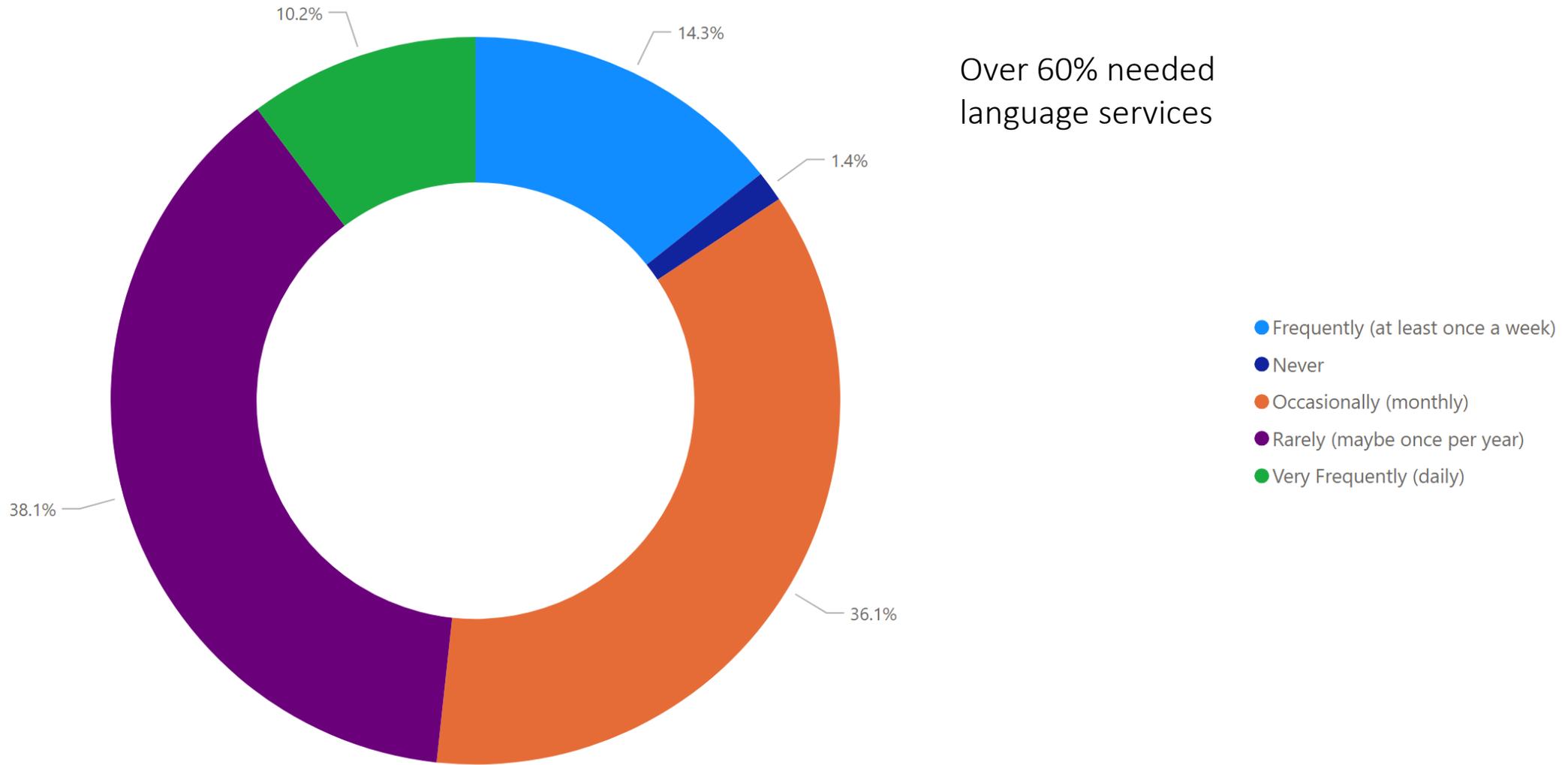
# Q10. Have you ever been in need of interpretation or translation services to effectively communicate within or across City departments?



Overall Responses



# Q11. How often have you needed such services?



# Current Services

## Aviation

Language Line

I Speak Program

Federal Aviation Administration  
Guidelines

## Health

Language Line

Translated Forms

Pictographs

Centers for Disease Control Guidelines

## Municipal Court

Language Line

Multilingual Kiosk

Translated forms

Department of Justice Guidelines

## Neighborhoods

311 - Language Line

KC Bizcare - AI Chatbot  
MAYA

# Language Access Office

*Centralized Resource for Interpretation and Translation Services*

- Interpretation Services
- Translation Services
- Training & Technical Assistance
- Technology
- Evaluation & Reporting
- Language Access Dashboard & Mapping

# Next Steps

Developing a **Language Access Plan (LAP)** that addresses:

- The language access needs of our residents.
- The different forms of cultural and linguistic expression.
- Complex language through implementation of plain language standards.
- Transformative practices for ensuring ease of access to effective communication supports and services for residents.

Developing an Employee Certified Translator/Interpreter Incentive Process

# In the Interim

## Establish Language Access Coalition

Comprised of representatives from community-based organizations (CBOs), school districts, and impacted communities who are:

- Dedicated to (1) immigrant and refugee services and (2) historically disenfranchised communities.
- Are from racial/ethnic backgrounds representative of the top 10 languages spoken throughout the City of Kansas City.

**Questions?**