



**Los Angeles County Department of Parks and Recreation
Departmental Language Access Plan**



PART A: PUBLIC-FACING SECTION	
Contact Person	Language@parks.lacounty.gov
Section 1A: Department Mission	<p>The mission of Los Angeles County Department of Parks and Recreation (DPR) is to serve as stewards of parklands, build health and resilient communities and to advance social equity and cohesion.</p> <p>The Department of Parks and Recreation believes that language access is a bridge to inclusivity, ensuring that every community member can fully engage with and benefit from our public spaces and programs.</p>
Section 1B: Priority Languages	<p>DPR has adopted a process for identifying priority languages to ensure that we are linguistically accessible in the communities we serve throughout the County of Los Angeles.</p> <p>DPR has established threshold criteria for designating priority languages to reflect the diversity of the County. We use demographic data to analyze the linguistic composition of each geographic location/unincorporated community. We use a standard that based on the demographic profile of the community, if the profile shows that a population of 15% or more in a given area speaks another language other than English, it is designated as a priority language. This threshold ensures that we are responsive to the needs of substantial linguistic groups and can provide effective communication.</p>
Section 2C: General Policy Statement	To fulfill its mission to advance social equity and cohesion, DPR recognizes that it must provide meaningful language access so that all residents, especially those who are most vulnerable, are able to

	<p>enjoy County parks and recreational programming and experience the variety of benefits we offer.</p> <p>In 2023, DPR developed a 5-year strategic plan that sets our goals and strategies. In our strategic plan, we underscore the importance of diversity, equity, and inclusion and the crucial role that language access plays in bridging communication gaps, fostering understanding, and ensuring that every individual has the opportunity to engage with and benefit from our services. Here are some, examples of goals that support our efforts to increase linguistic access:</p> <ul style="list-style-type: none"> • Increase number of translated languages for multi-language marketing and outreach materials to reduce barriers to engagement. • Develop a Recreation Recruitment Plan to target BIPOC, systems-involved and foster- youth, and community college students for recreation and aquatic employment. • Develop and implement an equity analysis process for decision- making to prioritize investments and services in historically underserved communities and help ensure our programs and services are eliminating racial disparities. • Hold an annual community meeting at each neighborhood and community park in September to provide and solicit feedback for the yearly program schedule and park planning projects.
<p>Section 2D: Scope</p>	<p>DPR’s language access policy applies to all employees, and consultants who regularly interact with the public.</p>
<p>Section 4: Procedures</p>	<p>At DRP the Major Points of Contact, in which LOTE speakers are likely to be encountered are:</p> <ul style="list-style-type: none"> • Phone • In-Person at various staffed parks • Online <p>Procedures and Resources: The department has certified bilingual employees in</p>

	<p>some of our threshold languages to provide language assistance to customers. The department also utilizes vendor translation services to provide language assistance services to non-threshold language customers. This is primarily an unfunded program as DPR does not have funding to support translation services.</p> <p>Spanish translation of DPR program flyers posted on our website and social media are done by DPR certified translation staff. All other DPR threshold language translations of the website are available via Google Translate.</p> <p>Translation of forms, notices, and informational material is provided to DPR customers in the DPR threshold languages and non-threshold languages upon request and if there are bilingual bonus employees.</p>
<p>Section 4E: Identifying Preferred Languages</p>	<p>DPR identifies preferred languages by reviewing maps developed using 2020 American Community Survey (ACS) data from the Census Bureau; analyzing the results of a survey conducted by DPR in September 2023; and obtaining input from field staff which regularly interact with the community members. Preferred languages are documented in demographic profiles generated by DPR as well as the map viewer created by the Department of Regional Planning which shows the most used languages in each community.</p> <p>DPR’s standard is that based on the demographic profile for a community, if 15% or more of the population speak another language other than English, it is designated by DPR as a priority language. This threshold ensures that we identify areas of need for language access and if funding is available, can provide translation services for community meetings.</p>
<p>Section 4F: Vital Documents</p>	<p>DPR’s vital documents are as follows:</p> <ul style="list-style-type: none"> • Strategic Plan • Operations Plan • Park Needs Assessment • Park Needs Assessment Plus

	<ul style="list-style-type: none"> • Business and Operations Plan • Guide to Reservations/Central Reservations <ul style="list-style-type: none"> ○ Facility Use and Classes • List of Facility Use Fees • Facility Use Agreements
<p>Section 5: Notifying the Public</p>	<p>To promote community events and meetings, DPR routinely publishes and distributes flyers in English, Spanish, and Mandarin Chinese, which are the top three languages used in Los Angeles County. If funding is available or bilingual bonus employees are available, DPR will provide translation for meetings in communities where these languages are widely used.</p> <p>DPR’s commitment is to hire locally to ensure that our staff at our parks reflect the communities we serve both culturally and linguistically. DPR is the largest employer of youth through our Youth@Work Program, hiring local youth from the community to work at our parks. Twenty-five percent (FY22-23) became DPR employees. DPR’s local hiring program support language access goals.</p>
<p>Section 6H: Evaluation of Language Assistance</p>	<p>DPR has 92 certified bilingual staff members. The languages that they are certified in are Spanish, Mandarin, Armenian and American Sign Language.</p> <p>An employee or the employee’s supervisor may initiate a request for bilingual bonus. The request is submitted to HR, reviewed for appropriateness, and if approved, processed for bonus payment of \$50.00 per pay period. Criteria includes that the employee be certified for language proficiency in the required language skill. We have a dedicated Spanish language examiner as part of our staff. For languages other than Spanish, DPR arranges through other County departments to have employees examined for language proficiency.</p> <p>On a quarterly basis, DPR sends the report of all employees receiving a bonus to all managers to validate whether a bonus continues to be warranted or to discontinue the bonus. If an employee is on leave for more than 60 days, bonuses are suspended in accordance with County Code Section 6.10.140 and a recertification is required by submitting a new bilingual</p>

	<p>request form.</p> <p>Also, bilingual bonus is specific to an assignment, not the employee. If an employee receiving a bilingual bonus is reassigned to a different assignment, the bonus must be recertified as appropriate.</p> <p>The department will assess and provide an annual report to the OIA on the efficacy of our language access efforts on an annual budgeting process. Our reporting will include the following measures that will be addressed by the DLAP:</p> <ul style="list-style-type: none"> • List of programs or services for which language services were requested, which languages were requested, and what services were provided; • List of documents and communications translated and into which languages; • Number of events in which a department provided interpretation; • Number of people impacted/served through language assistance provided; • List of language access complaints submitted to the Department or OIA and how those complaints were resolved
<p>Section 6l: Complaint Process</p>	<p>Our department is committed to providing linguistic and culturally appropriate services to all County residents. We can receive language access complaints through multiple channels, including phone, email, and in-person submissions. Upon receipt of a complaint, we promptly acknowledge its receipt within 2-3 business days, in the persons preferred language either by phone or email, depending on the method of submission.</p> <p>Typically, complaints are investigated and resolved within 30 days from the date of receipt. However, complex issues may require additional time, in which case we will provide regular updates on the progress and expected resolution timeframe.</p>

<p>Section 7: Training</p>	<p>Currently, DPR HR Training Unit is developing processes to ensure that departmental and contracted staff receive language access training, so they are knowledgeable and aware of language access service policies, procedures, and resources.</p>
<p>Section 8: Community Outreach & Engagement</p>	<p>We are committed to supporting that community meetings are linguistically accessible and translation services are available through staff or vendors, when there is funding available. We prioritize local hiring to ensure that the staff at our parks are representative of the communities DPR serves, thereby supporting that our services are both linguistically and culturally accessible.</p> <p>As part of our community outreach and engagement efforts, DPR considers the top languages used in each community and works to ensure that local outreach and engagement materials are available in those languages are distributed via a variety of methods to maximize reach.</p> <p>DPR does not have contracts for Language Service Providers (LSP) and utilizes ISD agreement vendors, Cal Interpreting & Translations Services and Green Translations, via purchase orders when translations services are needed. Both of these LSP providers are located in LA County. More specifically, the Department has utilized Cal Interpreting & Translations Inc. to provide simultaneous interpreting services in Spanish and mandaring, and requested that vendor provides portable transmitters, receivers, and earbuds. These agreements are managed by ISD but the Department can customize the request for bid to include the specific requirements, as needed to tailor services to meet customer demand.</p>

PART B: REFERENCE SECTION FOR INTERNAL USE

Section 9: Demographic Analysis & Determination of Priority Languages	<p>DPR identifies preferred languages by: reviewing maps developed using 2020 American Community Survey (ACS) data from the Census Bureau; analyzing the results of a survey conducted by DPR in September 2023; and obtaining input from field staff which regularly interact with the community members.</p> <p>According to ACS data, almost a quarter of Los Angeles County’s population is estimated to be comprised of persons with Limited English Proficiency. Per LEP.gov, Limited English Proficiency (LEP) persons are individuals who do not speak English as their primary language and who have a limited ability to</p>

	<p>read, speak, write, or understand English. DPR uses a map viewer developed by the Department of Regional Planning that identifies LEP Communities and the top languages used in these communities. LEP communities are defined as where 15% of the population, five (5) years of age and over, speak a language other than English at home.</p> <p>Also, in September 2023, DPR hosted community meetings at 64 parks and nature centers to receive input from community members. As part of this process, a survey was conducted, with a total of 730 completed by residents from across the county, including all five supervisorial districts. Of these, 443 included demographic information. When asked “What is the primary language you speak at home?”, English, Spanish and Chinese were the top three languages selected. Specifically, 77% survey respondents selected English, 15% selected Spanish, and 6% selected Chinese. Based on these results, DPR is offering surveys in these three languages for the summer Parks After Dark (PAD) program.</p> <p>In addition to ACS and survey data, DPR further consults with field staff at parks and recreational facilities who interact with community members on a daily basis. They are the eyes and ears of the department and have a good understanding of community needs, including those relating to language access.</p> <p>Lastly, decisions regarding the procurement of interpretation/translation services for meetings and events, including identifying the specific language needs, are based upon a review of ACS and recent survey data as well as field staff input.</p>
<p>Section 10: Bilingual Staff Policy</p>	<p>Majority of DPR staff working in our parks are hired locally and reflect both the linguistic and cultural background of the communities they serve.</p> <p>Our recruitment processes target local outreach to hire within our local community. For example, through the Youth@Work program DPR partners Department of Economic Opportunity to provide entry-level work experiences to local youth ages 14-24 with a pathway</p>

to County employment. Youth workers assist DPR staff in a variety of park and nature center operations. Additionally, the program helps youth with resume development, hands-on job training, interview coaching, and application to LA County career positions. Youth@Work prioritizes underserved populations such as foster youth, unhoused individuals, recipients of CalFRESH, CalWORKs, and General Relief, individuals with disabilities, and the re-entry population; more than half of program participants received some form of supportive services. Since July 2021, over 470 youth have received employment through this partnership and new participants are joining the program daily and out of these participants more than 25% have become full-time DPR employees.

Our staff are likely to be called upon to provide language assistance when LOTE speakers are inquiring about accessing services that DPR provides, including but not limited to facility reservations, classes, workshops, and recreational programming.

Section 11: Vendors and Their Qualifications

In the event that current ISD agreement vendors are unable to provide services or assistance under a specific vendor, DPR can request bids from non-agreement vendors to provide the services in the specific language. As part of the request for bids, the department can include requirements to ensure the LSP meets the department’s standards and access language strategies.

Listed below are the priority languages that our current LSP vendors provide.

Cal Interpreting	Green Translations
Armenian	Armenian
Arabic	Arabic
Cambodian (Khmer)	Cambodian (Khmer)
Chinese- Simplified	Chinese- Simplified
Chinese - Traditional	Chinese - Traditional
Cushite	Cushite

	Farsi	Farsi
	Formosan	Formosan
	Hmong	Hmong
	Japanese	Japanese
	Korean	Korean
	Laotian	Laotian
	Mien	Mien
	Portuguese	Portuguese
	Punjabi	Punjabi
	Russian	Russian
	Spanish	Spanish
	Syriac	Syriac
	Tagalog	Tagalog
	Thai	Thai
	Vietnamese	Vietnamese
	Ukrainian	Ukrainian

KEY DEFINITIONS

Speaker of a Language Other Than English ("LOTE"): Also known as Limited English Proficiency (LEP) or English Language Learner (ELL), this designation refers to individuals who do not speak English as their primary language and who do not read, write or speak English.

Preferred Language: The primary language in which an individual prefers to read, write and speak.

Interpretation: Rendering spoken or signed language into another language while maintaining the meaning and tone of the language.

Translation: Rendering written communication into another language while preserving meaning.

Vital Documents: Documents that affect enrollment, continued participation, or termination from a County program, benefit, or service.

Language Access: The provision of free language assistance to LOTE speakers in their preferred language, including through interpretation and translation services, to help enable reasonable access to and an opportunity to fully participate in the services, resources, and programs administered by the County.

Language Access Complaint: Common scenarios include but are not limited to the availability of language services not communicated to the public, when language services were not provided when requested, and when the quality of language services did not meet the needs of the LOTE speaker.