

Language Access Program

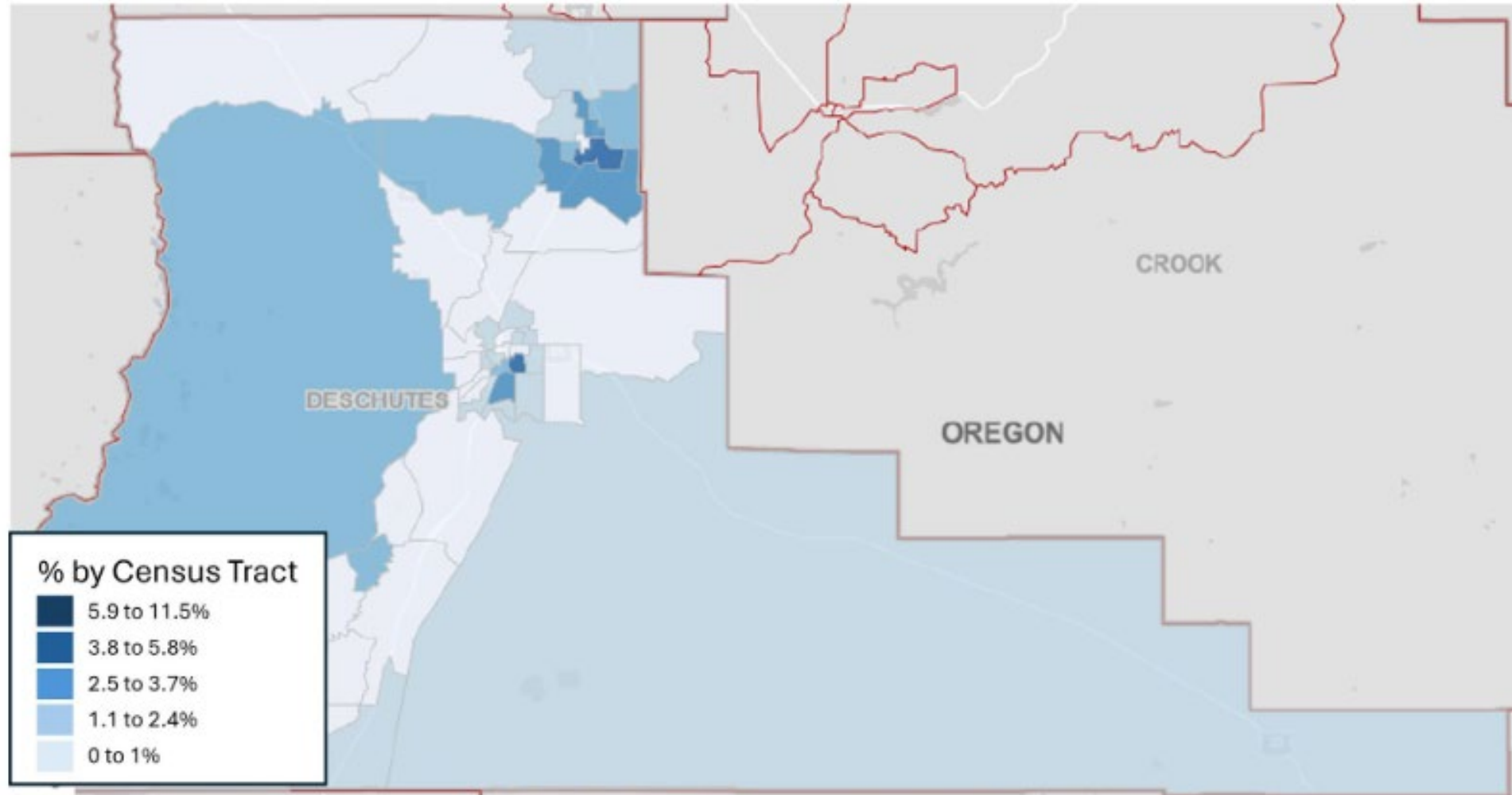
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1/8/25



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Background

People needing language access



Source: 2022 U.S. Census Bureau American Community Survey

3,243
people
speak
Spanish
while also
speaking
English
less than
well



Rules and Best Practices

Title VI of 1964 Civil Rights Act

- Prohibits national origin discrimination when information is provided only in English

US Department of Justice

- Language Access and Assessment Planning Tool



Recommendation Updates

Responsibilities Clarified; Efforts Underway to Update Policies



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Resolved

*Management addressed risk.
Auditors will no longer monitor.*



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In Process

*Recommendations are in
progress. Auditors will continue
to monitor.*



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Accept Risk

*Management accepted the risk of
not implementing the
recommendation.*



Responsibility for language access assigned to Administrator overseeing Risk Management.

Resolved



We Found

Some risk of noncompliance with federal language access rules.

We Recommended

The County Administrator should assign responsibility for the language access program to a specific person.

Update

Assigned to the Deputy County Administrator who oversees Risk Management.



Risk Management tasked with updating Civil Rights Act policy.

In Process



We Found

Language access portions of the Civil Rights Act policy did not provide clear guidance to staff..

We Recommended

Updating the Civil Rights Act policy to provide clearer guidance and include best practices.

Update

Planned implementation delayed due to vacancies. Now tasked to Risk Management.



Administration and Human Resources working to create a language access plan.

In Process



We Found

Language access plan did not address timeframe, objectives, or funding needs.

We Recommended

Creating a language access plan based on the Language Access Assessment and Planning tool.

Update

Planned implementation delayed due to vacancies. Administration staff will work with Human Resources staff to create a plan.



Administration planning to assist with developing tailored language access procedures.

In Process



We Found

Translated documents were not readily available and contracted vendors were underused and uncoordinated.

We Recommended

Adding mandatory countywide procedures to the language access policy.

Update

Rather than implementing a mandatory countywide procedure, Administration planned to coordinate with each department/office to develop procedures.



Policy for bilingual employees in the works.

In Process



We Found

Bilingual employees bore the burden of unclear policies and procedures.

We Recommended

Creating a policy for the bilingual program that clarifies selection/hiring, testing, expectations, and compensation.

Update

Planned implementation delayed due to vacancies.



Next Steps

We will continue to report on the status of in-process audit recommendations in our Global Follow-up Report at the end of each calendar year.



Questions and Comments?

