

# City of Concord

## Language Access Survey for Departments Report

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1. **Number of City Departments:** 19 Total City Departments.
2. **Number of departments that completed the survey as of May 15, 2023:**

All 19 departments had at least 1 participant.  
138 total survey participants overall with 61 participants completing the survey to it's entirety.
3. **Challenges**

While all departments participated in the survey we did have initial challenges:

  - Some people experienced issues completing the survey and were given an IP errors address. We had to change the survey from being completely anonymous to having people provide their name and email to avoid any more IP issues.
  - The survey was sent to all supervisors, who were encouraged to share with staff who interact with external customers. Some supervisors appeared to have shared the survey while others did not which resulted in 4 departments only having 1 staff member completed in the survey.
4. **Reflections**
  - Generally, Departments with that interact with the public the most had higher participation.
  - There were differing/opposing responses within the same department. This could be due to subgroups within each department or because of differences in knowledge about department processes.
  - It seems that people might not have a clear understanding of the terms that were used in the survey (i.e., the difference between a trained staff vs. fluent; the difference between translation and interpretation) – some staff have mentioned they were unsure.
  - Our instincts were supported. Spanish followed by Hindi are the two primary languages encountered by staff.
  - The team decided to add ASL to our language options in the survey and discovered that staff from first responder departments are working with individuals utilizing ASL at a higher rate than anticipated.
  - There are various people from multiple departments that reported having a process to collect data on the number of people who speak languages other than English, the languages they encounter, and the frequency of the interactions that are happening within their department. Our team is curious to learn more about these practices and whether they can be standardized and replicated.
  - Five departments that responded interacting with other languages very often, frequently, or occasionally reported to not have or know of any tools listed in the survey to facilitate language access for the immigrant communities.
  - The three individuals that responded that they interact daily or weekly with non-English speakers indicate the use of Bilingual staff (not trained as an interpreter) to communicate with these populations.
  - There were departments that continuously collaborate with El Puente, our community partner, to help communicate with individuals in other languages that did not list their partnership within the survey.
  - While most (82.6%) departments come into contact with individuals who speak languages other than English very often, frequently, or occasionally, 40% don't know how often they actually offer language services to people who need it.
  - Police, Parks & Rec, Finance, Transit & Aviation responded that they have a language access coordinator within their department. We would like to meet these individuals and learn about what their roles encompass and whether that job description/role is official or unofficial. All of the above departments also receive federal funding.
  - Three departments reported as having language identification cards or posters. We would like to review those posters, the locations they are displayed, and whether they may be shared or replicated.