

Summary of Bilingual Survey Results

May 2019

Department of Employee Relations

- A survey was sent out to all departments; most departments responded and some departments sent multiple responses for different divisions/programs in the department. 26 responses received.
- All departments report that if there is a grant or regulation that requires interpretation or translation services, all requirements are being met.
- List of most frequent languages interpreted or translated (from greatest to least)
 - Spanish
 - Hmong
 - Myanmar/Burmese languages (Hakha Chin, Burmese, Karen, Rohingya)
 - ASL
- 75% of responses believe that the current interpretation and/or translation services are appropriate to meet the needs of the community
 - Notable places for improvement:
 - Myanmar/Burmese languages interpretation/translation
 - ASL at public meetings
 - Website translations
 - More bilingual election workers at polling places
- Functions that most commonly require outside interpretation and/or translation services by employees who are bilingual but who do not hold a bilingual job title
 - Presentations/meetings/programs
 - Phone calls
 - One on one communications
 - Publishing notices, fliers, forms
- List of those providing outside interpretation and/or translation services
 - Language Line Services, Inc. (used across many departments for phone)
 - Organizations
 - Southside Organizing Committee

- Hmong Chamber of Commerce
 - 16th Street Community Health Center
 - Multicultural Entrepreneurial Institute
 - Green Linguistics
 - Ragir Consulting LLC
 - International Institute of Wisconsin for Rohingya interpretation
 - CommunicationLink for American Sign Language interpretation
 - Equalingua LLC
 - Professional Interpreting Enterprise for ASL
 - JS Languages
 - El Centro Hispano
- Individuals
 - Employees from another department (DOA, City Clerk)
 - Community volunteers
- Titles for which departments are requesting new bilingual designations of current positions
 - Summary – Five departments are requesting twenty four new bilingual designations
 - DPW
 - DPW Operations Administration PA II - One position
 - Sanitation Inspector – Two positions
 - Urban Forestry Technician- One position
 - Sanitation Supervisor - Two positions
 - Lead or Parking Enforcement Officer – Six positions
 - DPW - Water
 - Customer Service – Two of twelve CSR III positions in Customer Service are designated bilingual within the department; however, is not represented in the Position or Salary ordinances
 - Meter Services – One of the four CSR III positions in Meter Services is designated bilingual; however, is not represented in the Position or Salary ordinances

- Library
 - One (1) Librarian III bilingual in Spanish and English for placement at one of three branches on the near south side or at Central in the Ready Reference/General Information Services department.
- MHD - EFM
 - At least 1 of the 7 Public Health Nurse positions I would like to have deemed bilingual as we have an incredibly high demand for serving non-English speaking clientele and having our bilingual staff saves the program on average \$12,000/year in interpretation costs.
- MPD
 - Emergency Communications Operator – promptly engages with the residents and requires immediate translation for calls for service.
 - Police District Administrative Assistant – Districts 2, 3, 5, 6, & 7 could use bilingual Assistants to assist with residents that call or come into the Districts seeking assistance. This would decrease the amount of time it takes to find a translator and provide more efficient customer service, which in some instances could be emergency situations needing rapid dialog.
 - Community Service Officer – readily engages with the residents, especially in Districts 2, 3, 5, 6 & 7, were there is a large population of Hmong and Spanish speaking residents.
- Other recommendations
 - Make websites fully compliant with “Google Translate” technology available online, allowing online visitors ease of access to information offered in English
 - Invest in smartphone apps to have technology for real time translation

Additional DER recommendations drawn from survey results

- Obtain more information about the organizations that provide translation services (price, languages, availability, etc.) and make a list to provide to all departments as a resource
- Create a list of city employees who can be a resource to other departments for interpretation on an as needed basis for occasional assistance.
- Assist departments with adding bilingual designations to current positions after completing a review and analysis of the need for such designation.