



**EFFECTIVE DATE**

June 30, 2025

**DEPARTMENT CONTACT AND LANGUAGE ACCESS LIASON**

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**SECTION 1A: DEPARTMENT MISSION AND ACCESS PRIORITIZATION**

The mission of the Los Angeles County Department of Arts and Culture (Arts and Culture) is to advance arts, culture, and creativity throughout LA County. Arts and Culture provides leadership, services, and support in areas including grants and technical assistance for nonprofit organizations, countywide arts education initiatives, commissioning and care for civic art collections, research and evaluation, access to creative pathways, professional development, free community programs, and cross sector initiatives and strategies that address civic issues.

This work is framed by Arts and Culture's longstanding commitment to fostering access to the arts and their benefits, and the County's Cultural Equity and Inclusion Initiative, the Countywide Cultural Policy, the Los Angeles County Strategic Plan, and Anti-Racism, Diversity, and Inclusion (ARDI) Initiative. Access includes language (in verbal, print, and digital platforms) and how Arts and Culture communicates its services, programs, and funding opportunities.

**SECTION 1B: PRIORITY LANGUAGES**

Arts and Culture assesses and responds to language access needs as requested and anticipated, based on the community with whom it is engaging. Although Arts and Culture does not operate a client counter, it interacts with the public via outreach, grant and professional development program engagement, artist opportunities, public events and convenings, and workshops for the arts and culture field. Recipients of its programming are comprised mostly of nonprofit arts organizations, municipalities, social service organizations that use the arts to service their communities, school districts, artists, arts interns, and systems-impacted young people.

Spanish has been identified as our priority language based on demographic reports (including the Demographics of the Arts and Culture Workforce: 2023 Update and the Civic Art Demographics Study) which indicate more access and resources are needed for Latino/a/x communities, and because it's the language most requested to be translated by staff, community members, or contracted services providers.

Upon request, Arts and Culture translates written materials and surveys into Spanish. Arts and Culture can provide grant application assistance in Spanish, upon request. Other language support and translation resources, including American Sign Language (ASL), are evaluated upon request.

**SECTION 2A: LANGUAGE ACCESS POLICY AND LANGUAGE SUPPORT OVERVIEW**

This Department Language Access Plan (DLAP) provides direction and guidelines to ensure every resident of the County has equitable access to language services when interacting with Arts and Culture, and when seeking to engage in the Department's services, programs, funding opportunities, and outreach.

Speakers of a language other than English (LOTES) can request language access support by writing to, or calling, the Department Language Access Liaison, Kristin Friedrich, [kfriedrich@arts.lacounty.gov](mailto:kfriedrich@arts.lacounty.gov), (213) 202-5858. As needs are identified, Arts and Culture will strive to provide language assistance services to staff, community members, and contracted services providers as permitted by resources and capacity.

## **SECTION 2B: SCOPE**

This DLAP applies to Arts and Culture staff, and to any individual or organization seeking to engage in the Department's services, programs, funding opportunities, and outreach.

## **SECTION 3: KEY TERMS & DEFINITIONS**

**Arts and Culture:** Los Angeles County Department of Arts and Culture

**DLAP:** Department Language Access Plan

**Language Access:** Free language assistance that supports LOTE speakers in their preferred language, including interpretation and translation services, and enables reasonable access to and an opportunity to fully participate in the services, resources, programs, and outreach 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 a speaker of a language other than English.

**LOTE:** Speaker of a Language other than English. 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.

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

## **SECTION 4: PROCEDURES**

Arts and Culture does not operate a client counter and seldom produces events that are open to the general public. Most of the events that the Department hosts are targeted toward Los Angeles' arts and culture field. Upon request, Arts and Culture will support language access requests from staff, community members, and contracted service providers.

Points of Contact (A)	Level of Language Assistance	Available Language	Procedures for Accessing Language
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	Required (B)	Assistance Resources (C)	Assistance Resources (D)
<ul style="list-style-type: none"> <li>• Language Access Liaison, whose contact information is on website.</li> <li>• Communications email inbox.</li> <li>• Staff members whose contact information can be found on Eventbrite registrations, programmatic outreach, and in online or in-person at convenings.</li> <li>• Social media platforms, via direct messages to Arts and Culture's accounts on Facebook, Instagram, and LinkedIn.</li> <li>• In-person contact between constituents and staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Spanish translation and written/phone support for grant and proposal information and instructions.</li> <li>• Translation of documents, grant and proposal information and instructions, website content, surveys, and social media posts into languages other than English.</li> <li>• Translation at in-person and virtual events and meetings, into preferred language including American Sign Language.</li> </ul>	<ul style="list-style-type: none"> <li>• Language access request and feedback mechanisms on website's Language Access section, and in grant guidelines.</li> <li>• Certified Bilingual staff can provide written or verbal assistance in Spanish.</li> <li>• Google Translate feature on website.</li> <li>• Close captioning in virtual meetings and events.</li> <li>• Limited resources for requested vendor-provided translation services, including American Sign Language.</li> </ul>	<ol style="list-style-type: none"> <li>1. Use Arts and Culture website's Google Translate feature. These machine-generated translations can be validated by humans on a case-by-case basis, as determined by the Language Access Liaison.</li> <li>2. Request language access support through direct inquiry to Language Access Liaison, noting preferred language. Liaison can provide translated materials, or in-person translation, if resources and staff capacity permit.</li> <li>3. If translation in requested language is not available, Language Access Liaison will work internally with Department staff, and externally with the Office of Immigrant Affairs and Internal Services Department to determine ways to support language access.</li> </ol>

#### SECTION 4: VITAL DOCUMENTS

<b>Vital Document #1: Information about grants/funding (including eligibility and application assistance) are considered “vital” so that LOTE speakers can access and apply for grant/funding programs.</b>	
Priority Languages into Which This Document Has Already Been Translated	<ul style="list-style-type: none"> <li>The applications for many funding programs are done through third party platforms. Verbal and written assistance in Spanish can be provided upon request.</li> <li>The Arts and Culture website, <a href="http://www.lacountyarts.org">www.lacountyarts.org</a>, has a Google Translate feature that provides machine-generated translations in English, Arabic, French, Korean, and Spanish (This does not include translations for uploaded PDFs, or documents officially filed with the Board of Supervisors.)</li> </ul>
Other Languages into Which This Document Has Already Been Translated	<ul style="list-style-type: none"> <li>The Arts and Culture website is eligible, through Google Translate and Google Chrome, for translation options in over 50 languages.</li> </ul>
Priority Languages into Which This Document Has NOT YET Been Translated	<ul style="list-style-type: none"> <li>Additional languages can be added through the website.</li> </ul>

<b>Vital Document #2: Website text considered “vital” because programmatic and funding information about the Department’s services can be found on website.</b>	
Priority Languages into Which This Document Has Already Been Translated	<ul style="list-style-type: none"> <li>The Arts and Culture website, <a href="http://www.lacountyarts.org">www.lacountyarts.org</a>, has a Google Translate feature that generates machine-generated translations in English, Arabic, French, Korean, and Spanish. (The Google Translate feature does apply to uploaded PDFs, or documents officially filed with the Board of Supervisors.)</li> </ul>
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## **SECTION 5: NOTIFICATION OF LANGUAGE ASSISTANCE**

### Community Engagement

Language access needs are assessed upon request. Arts and Culture has limited resources for language assistance, but will enlist certified bilingual staff, Google Translate as a complementary tool for web translation, and if resources permit, contracted translation services and translation providers when appropriate. Arts and Culture may rely on contractors/community-based organization (CBO) partners to deliver services to community.

### Website

Information about programs, services, and funding opportunities is available on Arts and Culture's website, [www.lacountyarts.org](http://www.lacountyarts.org). The public-facing website contains the Google Translate feature. When users click on the "Translate" button (at the top right of the home page), they can use the drop-down menu to explore content, immediately and for free, in English, Arabic, French, Korean, and Spanish. Arts and Culture cautions these machine-generated translations are not human-reviewed, and any questions about them should be directed to the Language Access Liaison.

### Events

The contact information for the Language Access Liaison or other responsible staff should be included on materials such as event registration or invitations for Department hosted public events to address questions or requests on services, including ASL, for accessibility. If known, event materials may also include information about the availability of language access services where confirmed to be provided for the event.

### Service Contracts

The awarding of service contracts is often based, in part, on an organization's or contractor's connection with the communities they serve and have knowledge of. Language access needs are often best identified by the contractor, and they are either responsible for meeting those needs as a term of their contract, and/or can make requests of Arts and Culture for additional support. Contracts contain information about the Department's Language Access Plan and contact information for the Language Access Liaison.

### Grants

The awarding of grants is often based, in part, on an applicant's connection with the communities they serve and have knowledge of. Language access needs are often best identified by the grantee and they are responsible for meeting those needs as a term of their grant, and/or can make requests of Arts and Culture for additional support or connection to resources. Grant guidelines and applications contain information about the Department's Language Access Plan and contact information for the Language Access Liaison.

## **SECTION 6: EVALUATION OF LANGUAGE ASSISTANCE**

Language access needs are assessed upon request. Requests can be made by emailing or calling Language Access Liaison, whose contact information can be found in Language Access

section of website, on grant guidelines, on Department outreach, on event invitations and registrations, on surveys, and in virtual and in-person events. Requests can also be made by emailing staff members whose contact information is found in Department outreach.

Internally, Arts and Culture's HR Division solicits its staff annually, via email, to determine their comfort and expertise in languages other than English, and their eligibility for the Bilingual Bonus Program. Currently, three Spanish-speaking staff members are certified under the County's Bilingual Bonus Program and assist in Spanish translation requests. Although there are no external language service providers, translation services and support—including American Sign Language interpreters—are solicited through ISD's On-Demand Interpretation and Translation Services (ODITS) Master Agreement.

Language access requests are monitored, managed, and reported by the Language Access Liaison. Language Access Complaint Forms are available on the website's Language Access section, then submitted via email to Language Access Liaison, who will review, record data for, and respond.

Language Access Liaison will respond to both requests and complaints within five business days.

## **SECTION 7: TRAINING**

Arts and Culture has a comprehensive onboarding orientation for new employees, facilitated by departmental HR staff. The DLAP will be included as part of the Department's policies and guidelines, as required by the County's Language Access Policy and Antiracism Diversity and Inclusion Initiative (ARDI).

DLAP information, and any changes or updates, will be communicated with all current staff periodically through Language Access Liaison (e.g., via all-staff email and during scheduled all-staff meetings).

## **SECTION 8: COMMUNITY OUTREACH AND ENGAGEMENT**

Arts and Culture aims to create an inclusive environment where every community member, regardless of language, can access and benefit from its programs and services. This commitment aligns with Arts and Culture's dedication to cultural equity and inclusion, as well as the broader goals of the County's Cultural Equity and Inclusion Initiative and Antiracism Diversity and Inclusion Initiative (ARDI).

Arts and Culture supports hundreds of nonprofit organizations, municipalities, social service organizations, school districts, artists, and artist collectives that serve communities all over Los Angeles County. Though Arts and Culture does not prescribe outreach or engagement modalities to these organizations, many of these entities use translated material in their service for people who speak languages other than English, and many of the projects that are supported by grants enlist culturally specific engagement models.

To improve language access for constituents, Arts and Culture's Language Access Liaison responds to and supports all language requests and complaints and will adapt practices based on feedback received.