



**Policy Type:** Board

**Category:** Administrative Practices

**Policy Name:** Language Access - Board Policy 3.58

**Policy Owner:** County Executive

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### **3.58 Language Access (Adopted 3-24-15)**

The County of Santa Clara seeks to ensure that every resident has meaningful access to County services, programs, benefits, and information. To further this goal, the County shall strive to meet the language needs of residents to help them access County information, regardless of their proficiency in English.

Santa Clara County is a linguistically diverse community, with its residents speaking more than 100 distinct languages from across the globe. According to the 2010 U.S. Census, more than half of Santa Clara County residents speak a language other than English at home. Additionally, Santa Clara County has the highest percentage of foreign-born residents in the state.

- (A) Every County department and agency shall ensure that members of the public with limited English proficiency are provided language interpretive services at no cost to ensure meaningful access to County program information, benefits and services. Language interpretive services shall be available as provided in the County's Language Access Guidelines and Procedures to those attending County functions and meetings, visiting County facilities, and participating in County programs and services.



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- (B) The County shall work to promote the availability of language interpretive services to residents and visitors to the County through the publication of information on the County website, signage conspicuously posted at offices and locations where the public regularly interacts with County staff, and, when feasible, on publicly disseminated information.
- (C) The County shall work to ensure that signage and wayfinding notices incorporate universal symbols and are posted in public locations.

This section of the Board Policy Manual, in its original format, can be found at <http://www.sccgov.org/sites/bos/Legislation/BOS-Policy-Manual/Documents/BOSPolicyCHAP3.pdf>.

### Related Policies

None.

### Related Forms and Information

- Office of Cultural Competency - Language Access Resources - <https://sccconnect.sharepoint.com/sites/occ/SitePages/New-Services.pdf>
- Board Policy Resolution - Language Access - [\[url\]/sites/policies/FormsrelatedtoPolicies/Board-Resolution-Language-Access.pdf](#)
- Board of Supervisors Addendum to Language Access Policy - [\[url\]/sites/policies/FormsrelatedtoPolicies/Language-Access-BOS-Addendum.pdf](#)



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- County Sign Standards -  
<https://saecommon.sccgov.org/countypolicy/County-Sign-Standards.pdf>
- Language Access Guidelines and Procedures -  
[url]/sites/policies/FormsrelatedtoPolicies/Language-Access-Guidelines-and-Procedures.pdf
- Language Access Training PowerPoint Presentation -  
[url]/sites/policies/FormsrelatedtoPolicies/Language-Access-Policy-Training-PPT-Presentation-042915.pdf
- Sign Standards Program - Interior -  
[url]/sites/policies/FormsrelatedtoPolicies/Sign-Standards-Program-Interior.pdf
- Sign Standards Program – Exterior -  
[url]/sites/policies/FormsrelatedtoPolicies/Sign-Standards-Program-Exterior.pdfv
- Sign-Up Form for Voiance (Countywide phone interpretation vendor) -  
[url]/sites/policies/FormsrelatedtoPolicies/Voiance-Sign-Up-Form.pdf
- Voiance PowerPoint Presentation -  
[url]/sites/policies/FormsrelatedtoPolicies/Voiance-PPT-Presentation-042915.pdf
- Voiance Quick Access Instruction Sheet -  
[url]/sites/policies/FormsrelatedtoPolicies/Voiance-Quick-Access-Instruction-Sheet.pdf

### History



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Date	Changes Made
8/23/2018	Language Access Resource Link Added.
4/30/2015	Training Documents Uploaded. (John Myers)
4/28/2015	Policy Uploaded. (John Myers)
3/24/2015	Policy Adopted. <a href="#">View legislative file.</a>