



## TREASURER & TAX COLLECTOR LANGUAGE ACCESS PLAN

Effective: June 30, 2025

### OVERVIEW

#### Department Mission

The mission of the County of Los Angeles Treasurer and Tax Collector (TTC) is to bill, collect, invest, borrow, safeguard and disburse monies and properties on behalf of the County, other government agencies and entities, and private individuals as specified by law. The Department also provides enforcement, consulting, estate administration, and public information services.

TTC strives to serve its customers by providing timely and accurate services in a manner that is fair, legal, and courteous. To meet our service obligations, we use technical expertise employing modern, innovative, cost-effective, and flexible methodologies.

TTC seeks to provide an environment which recognizes and rewards employees for their contribution to the accomplishment of the mission. We strive to treat all employees fairly and to provide them with training and a working environment, which enables them to enhance their skills and perform with pride. TTC seeks to provide its employees with opportunities for advancement. In fulfilling the mission, we will meet our responsibilities and preserve public confidence.

In alignment with this mission, TTC is committed to providing language access which is essential for inclusive and equitable service and fostering trust with our diverse constituents.

#### Department Priority Languages

TTC collected feedback and data from our public facing operations, conducted surveys, and considered insights from daily public interactions to better understand language needs. These experiences engaging with the public helped identify the following most spoken languages in the communities TTC serves, also referred to as priority/threshold languages.

- English
- Spanish
- Mandarin
- Cantonese



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### LANGUAGE ACCESS POLICY

#### General Policy Statement

TTC is committed to ensuring our customers have equitable access to services and receive effective bilingual/interpretive and translation services when needed. We recognize the importance of clear communication and remain committed to strengthening language access.

#### Scope of Policy

This policy serves as a central resource for all TTC employees, contractors, interns, and members of the public, including property owners, decedents' families and business owners who may require language assistance. It outlines TTC's procedures for delivering equitable, timely, and quality language services to individuals with Non-English (NE) and/or Limited-English Proficiency (LEP) across all public-facing Department programs.

This policy also provides a framework to ensure staff understand the requirements and methods for delivering language access services in an individual's preferred language at any point of contact.

The policy aligns with the County's Anti-Racism, Diversity and Inclusion initiative and supports the strategic goals outlined in the [October 17, 2022 report](#), developed by the Office of Immigrant Affairs and the Department of Consumer and Business Affairs to strengthen language access in County services (adopted by the Board of Supervisors on [March 7, 2023](#)).

### KEY TERMS AND DEFINITIONS

**Interpretation:** Rendering spoken or signed language into another language while maintaining the meaning and tone of the language.

**Language Access:** The provision of free language assistance to NE/LEP speakers in their preferred language, including through interpretation and translation services, to help enable reasonable access to and an opportunity to fully participate in the services, resources, and programs 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 the NE/LEP speaker.



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**Non-English (NE) and/or Limited English Proficiency (LEP):** Refers to persons whose preferred language is non-English, do not speak English and/or have a limited ability to read, write, speak, or understand English, and interpretation or translation services must be used to effectively communicate program information and requirements.

**Preferred Language:** The primary language in which an individual prefers to read, write and speak.

**Priority (Threshold) Languages:** Specific languages identified as most commonly spoken by the service population and prioritized for language assistance services.

**Translation:** Rendering written communication into another language while preserving meaning.

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

### PROCEDURES

#### Contact with the Public

TTC engages in activities and events where staff are most likely to interact with a NE/LEP speaker. These interactions are the most likely situations in which language services may be requested or required:

##### In-Person

- Public Facing Counters
- Appointments/Field Consultations
- Community/Outreach Events

##### Over the Phone

- Telephonic Inquiries

#### Identifying Preferred Languages

Language assistance must be offered to individuals with NE/LEP at all points of contact. TTC has established multiple methods to ensure timely and effective communication in the preferred language of each customer. The access points include, but are not limited to, in-person, telephone, written, and outreach interactions.



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### In-Person Services:

TTC deploys certified bilingual employees available to assist customers in the identified priority languages. For other languages, vendor provided interpreter/translation services are used to ensure timely language assistance.

To support this process TTC has implemented language identifier cards at public facing counters. Customers with NE/LEP are presented with a posted sign and/or a hardcopy packet of the language identifier cards which are translated into priority and other non-threshold languages. This allows customers to easily identify their preferred language and alert staff of the need for assistance.

Once the language is identified, TTC staff obtain language translation assistance either from internal bilingual staff or through a vendor interpreter/translator to address the customer's needs in their preferred language.

### Over the Phone

When interacting with the public over the phone, TTC again uses both certified bilingual staff and vendor interpreter/translator to support communication in the customer's preferred language. Vendors are used particularly for languages in which a certified bilingual staff is unavailable to prevent delays in service.

### Request Completion

If language assistance is needed, the referring employee or their section is responsible for ensuring timely contact with the customer and providing necessary follow-up or status updates.

### Tracking and Reporting

All Language Access Requests must be logged and tracked continuously by the initiating section. Each Section must maintain the following details for all requests and provide them to the Department's Language Access team when requested:

- Date of preferred Language Access Request;
- Name of Branch and Section that received and fulfilled the Language Access Request;
- Language in which services were provided;
- Type of service provided (e.g. Translation, Interpretation); and
- Source of service (e.g. Bilingual Staff, Vendor)

### **Vital Documents**

TTC routinely issues important notices and documents, both in print and electronically, to the public for various programs and services including:



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- Property tax billing and collection notifications to property owners.
- Business license information to business owners in unincorporated areas of the County and select cities.
- Debt collection notices on behalf of other County departments to collect outstanding debt for County services.
- Estate administration notifications to potential heirs of decedents' personal property.

TTC also distributes translated quick reference material at community and outreach events, containing reference information and key deadlines related to TTC operations.

### **Notification of Language Assistance**

The availability of language assistance is communicated to the public through multiple channels to ensure accessibility for individuals with NE/LEP.

At public facing counters, signage is displayed listing the languages available for interpretation/translation services provided by the TTC. This allows individuals to identify and request assistance in their preferred language.

Language assistance is also made available through TTC's telephone call center. At the beginning of each call, callers are presented with prompts to request language assistance if necessary.

TTC's public website (<https://ttc.lacounty.gov>) provides information on departmental programs and services and includes functionality for users to select from various language options, helping those with NE/LEP navigate website content more easily.

### **Monitoring Language Assistance Effectiveness**

#### **Staff Proficiency Monitoring**

TTC employs a significant number of bilingual certified staff proficient in priority languages. These employees are tested for spoken, written, and reading proficiency in the designated languages. Bilingual certified staff must:

- Demonstrate the ability to communicate information accurately in both English and the target language. They are expected to select the appropriate interpretation method (e.g. consecutive, simultaneous, summarization, or sight translation).
- Adhere to their role as interpreters or translators and not act as an advisor or take on other roles outside their scope.



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- Demonstrate knowledge and understanding of specialized terms and concepts related to TTC's operations.

### Vendor Quality Assurance

TTC monitors the quality of over-the-phone interpretation and document translation services received by County-contracted vendors through the review of On-Demand Interpretation and Translation Services (ODITS) Incident Reports submitted by TTC staff. Each incident report is evaluated and investigated by the contractor, who then provides a resolution to TTC. Additionally, the Internal Services Department maintains protocols to verify the certifications and credentials of contracted providers under the ODITS Master Agreement.

### Community Feedback

TTC collects public feedback through customer service surveys conducted both in-person and at outreach events. These surveys include questions on preferred communication methods, language preferences for receiving information, and any challenges individuals may experience when accessing TTC services. This feedback helps inform ongoing improvements to language access and customer service delivery.

### Language Access Complaint Process

TTC is committed to ensuring that all individuals can access TTC services and receive accurate information in their preferred language. If language assistance, such as interpretation and/or translation, is not provided when needed, or if there are concerns with the quality of the language assistance received, a complaint may be submitted.

Complaints may be submitted through the following methods:

- Completing the Language Access Complaint Form on TTC's website ([Language Translation – Treasurer and Tax Collector](#)) (online submission or by print and mail-in option).
- Speaking directly with TTC staff at a public event, meeting, or over the phone.

All language access complaints will be acknowledged within **10 business days**. In accordance with the Countywide Language Access Policy, TTC will provide a resolution within 90 business days. Upon receipt, staff will review the complaint, determine the appropriate resolution, and provide a status update within the required timeframe.

If a complaint is submitted anonymously, a response will not be provided. Please note, if the complaint involves an issue unrelated to language access such as a tax services matter, the resolution timeframe may vary depending on the complexity of the issue.



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### Training

TTC staff will receive language access training every two years or as needed to ensure knowledge and awareness of TTC's language access policies, procedures, and available resources. These trainings will outline staff responsibilities related to providing language assistance services to those in need. Key components of the training include:

- A. Identifying Preferred Languages – Staff will be trained to assist individuals in identifying their preferred spoken and written language at all points of contact. However, the determination of an individual's preferred language must be made by the individual, not assumed by staff.
- B. Use of Personal Interpreters – Staff will be instructed to inform customers of the potential risks when using their own interpreters, including potential miscommunication and the lack of confidentiality guarantees.
- C. Data Collection and Documentation – Staff will be trained on how to document Language Access Requests, verify customers' preferred language, and accurately report this information.
- D. Accessing Language Services – Staff will be provided instruction and relevant updates on how to access language services through the ODITS Master Agreement, including how to request and use services effectively.
- E. Feedback and Complaint Process – Staff will be trained on how language access feedback is tracked and reported. Staff will also receive training on how the public can submit a Language Access Complaint Form, and where TTC's Language Access Policy is accessible.

### Community Outreach & Engagement

TTC is committed to enhancing service delivery for NE/LEP communities. As part of this commitment, TTC maintains a dedicated Outreach Team that participates in community events throughout the County, with the goal of educating the public on TTC's services while fostering connections with the communities we serve. Bilingual Outreach Team members, particularly those fluent in priority languages when available, represent TTC at these events to ensure effective communication and engagement. At each event, TTC administers surveys that include a question about participants' preferred language. This ongoing feedback helps the TTC reassess and expand its language service offerings to better meet the evolving needs of the community.

### Contact Information

If you have any feedback or questions about our department's language access services, please email us at [LanguageAccess@ttc.lacounty.gov](mailto:LanguageAccess@ttc.lacounty.gov).