

# BRIDGING THE GAP

## STATUS UPDATE

January 25, 2021  
City of Des Moines

## Bridging the Gap Initiatives Status Overview

No.	Initiative	Status	Comments
1	#LadderUP	On Track	Currently under Legal review. Grant application and evaluation rubric finalized and will be made public after the Legal review process.
2	Cultural Competency: Boards, Commissions, Elected	On Track	Ordinance language has been drafted requiring training within 1 year of appointment. Expected to return to Council for consideration in April 2021. Training content is available.
3	Incentivized Community Engagement	Complete	The city manager issued Administrative Policy 5.31 “Volunteer Paid Time Off” effective January 1, 2021.
4	Restore Youth Advisory Board	On Track	Accepting applications for YAB Reactivation Task Force until February 21, 2021.
5	Develop Employee Housing Incentives	On Track	Administrative Review: The policy framework is complete. The program’s administrative process is being developed.
6	Strengthen Human Rights Ordinance	On Track	Legal Review: Proposed ordinance amendments are in draft form and expected to be finalized for City Council Consideration in April 2021.
7	Evaluate Community Response Team	On Track	Early stages of staff research and discussions with other communities. More detailed work expected on this task in April of 2021. <sup>2</sup>

## Bridging the Gap Initiatives Status Overview

No.	Initiative	Status	Comments
8	Develop Fair Housing Training- Landlords	On Track	This initiative is underway with work done to conceptualize the training format and best medium to present the training during a pandemic. <b>Next steps:</b> include finalizing the curriculum, and the training platform/medium.
9	Develop Residents Academy	On Track	Curriculum development is in process. Content expected to be developed and launched in FY22. Council Update: 1/25/21
10	Create Language Access Policy	On Track	Best practice research of similar efforts, including formats and language used in such plans/policies. Council Update:1/25/21. <b>Next steps</b> include engaging DMCHRC-RIAS, EOAC, and community partners to finalize the document for council review.
11	Gender Inclusive City Forms/Documents	On Track	Internal form identification process is underway. <b>Next step</b> is to create a centralized list of all forms/documents used by City departments.
12	Create Workforce Equity Plan	On Track	07/01/2022: Plan Implementation Date
13	Adopt an Equity Framework	Complete	Framework adopted 10/19/20. Continue to utilize the framework and toolkit to use an equity lens in decision-making. Council Update: Summer 21

# CITY PROGRAMS AND WORKFORCE REFLECTIVE OF THE COMMUNITY



## BRIDGING the GAP

SHIFTING  
PERSPECTIVES,  
CHANGING  
BEHAVIORS

## Residents Academy

- A program designed to familiarize the general public with the roles, services, and operations that comprise City Government. The program would focus on educating residents who live in Des Moines on how Government operations contribute to building a better community.
- **Impact:** Builds a stronger connection between various communities and the city asking residents in gaining first-hand experience and behind-the-scenes knowledge of how government works creating community ambassadors.

# ENGAGE DSM

City of Des Moines Residents' Institute to learn about  
City of Des Moines government operations and  
opportunities for meaningful public engagement.

# ENGAGE DSM

An opportunity for City of Des Moines residents to learn about the services, programs and operations of their local government, as well as opportunities to engage meaningfully and develop sustainable relationships.

# LEARN ABOUT:

- Different forms of government and their roles
- Priorities and long-term plans
- Department-specific services
- Resident engagement opportunities
- Decision-making process

# CONNECT WITH:

- Fellow residents
- City staff
- Elected officials
- Board, Commission, and Committee members
- Neighborhood leaders



# PRELIMINARY PROGRAM OUTLINE



	Week 1	Week 2	Week 3	Week 4	Week 5
	Introduction: Meet & Greet: Pre-Assessment:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:
	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:
	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Department:  Engagement opportunity:	Closing: Next steps: Post-Assessment:

# PROGRAM CONTENT



- Outline of programs and services
- Tours of facilities + assets
- Decision-making scenarios
  - Rezoning
  - Budget decisions
- Specific program/project input
- Key performance indicators and tracking
- Information re: jobs + volunteer opportunities
- Invitation for interest-based engagement

# NEXT STEPS



- Collaborate with CDM staff for content creation
  - Neighborhood Services
  - Communications
  - EOAC
- Seek input from DMCHR Commissioners
- Resident feedback
- Finalize program content and launch

# CITY PROGRAMS AND WORKFORCE REFLECTIVE OF THE COMMUNITY



BRIDGING the GAP

SHIFTING  
PERSPECTIVES.  
CHANGING

## Language Access Policy

- Create a language access policy that requires all enforcement-based City documents, information, and/or letters are translated or offered to be translated in languages spoken by Des Moines residents.
- This policy would also ensure all other pertinent information is translated and/or interpreted in all languages that are spoken by more than 1% of City's population

# CDM LANGUAGE ACCESS POLICY

City of Des Moines policy to create and ensure language access to pertinent documents and information for our residents.

# LANGUAGES SPOKEN (DES MOINES PUBLIC SCHOOLS)

## Limited English Proficiency (LEP) Languages Des Moines CDBG Jurisdiction

#1 LEP Language	Spanish	17,850	9.31%
#2 LEP Language	Other Asian & Pacific Language	4,830	2.52%
#3 LEP Language	Other & Unspecified Language	4,075	2.13%
#4 LEP Language	Vietnamese	2,095	1.09%
#5 LEP Language	Slavic Language	1,355	0.71%
#6 LEP Language	Other Indo-European Language	1,115	0.58%
#7 LEP Language	Chinese	760	0.40%
#8 LEP Language	West Germanic Language	324	0.17%
#9 LEP Language	French	290	0.15%
#10 LEP Language	Tagalog	235	0.12%

## Disability Type – Des Moines CDBG Jurisdiction

Hearing difficulty	6,863	3.61%
Vision difficulty	4,287	2.26%

## Limited English Proficiency (LEP) Languages Des Moines Public School

#1 LEP Language	Spanish (Europe & Americas)	4,627
#2 LEP Language	Karen (Asian & Pacific Island Language)	571
#3 LEP Language	Swahili (African Language)	355
#4 LEP Language	Nepali (Asian & Pacific Island Language)	277
#5 LEP Language	Kunama (African Language)	274
#6 LEP Language	Somali (African Language)	188
#7 LEP Language	Vietnamese (Asian & Pacific Island Language)	183
#8 LEP Language	Arabic (Middle East & North African Language)	182
#9 LEP Language	Karenni (Asian & Pacific Island Language)	174
#10 LEP Language	Burmese (Asian & Pacific Island Language)	150

#11 LEP Language	Other: Creole, Hindi, Persian, Lao, Mende, & more	877
------------------	---	-----

All % represent a share of the total population within the jurisdiction or region, except family type, which is out of total families.

Data Sources: Decennial Census; American Community Survey

[Refer to the Data Documentation for details \(www.hudexchange.info/resource/4848/affh-data-documentation\).](http://www.hudexchange.info/resource/4848/affh-data-documentation)

DMPS numbers are based on the list of online registration for academic year 20/21

# PURPOSE

- City of Des Moines values the increasing diversity in our community and intends to reduce language barriers in public engagement
- City of Des Moines has been contracting with LanguageLine Solutions since 2004
- “Chapter 62 – Human Rights” of City of Des Moines Municipal Code does prohibit discrimination against “national origin”, which may constitute as discrimination based on language spoken
- Nearly 14% of residents born outside of the United States
- Language Access Plan would be a proactive effort, beyond non-discrimination compliance measures



# BEST PRACTICE RESEARCH

- State of New York
  - Interpretation services between people in their primary language
  - Translate vital documents
- Long Beach, CA
  - Funding allocated
  - Any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a program of a City department.
  - Spanish, Cambodian, and Tagalog
- Chicago, IL
  - Top six languages
  - Office of New Americans - Language Access Advisory Committee recommendations



# BEST PRACTICE EFFORTS

- Philadelphia, PA
  - Plan includes translation, interpretation, training, and hiring multilingual staff (in addition to conducting internal inventory)
- Cleveland, OH
  - Language Access Plan
  - Top seven languages
  - City-wide assessment, interpretation services, then translation, employee training and ongoing monitoring, and language adjustment/modification
- Aurora, CO
  - Top nine languages
  - Specific services with frequent contact with individuals with LEP
  - Partnership with organizations in the community

# NEXT STEPS

- Des Moines Civil & Human Rights Commission
  - Refugee Immigrant Advisory Subcommittee
- CDM Equal Opportunity Advisory Committee
- Community partners:
  - Residents who speak languages other than English
  - Residents with speech and visual barriers



**THANK YOU**