



**Office of the Cook County Clerk  
Asian American and MENA Data Collection and  
Language Access Hearing**

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**Wednesday, May 24<sup>th</sup>, 2023**



# Data Collection Overview

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- **Internal Data Collection Forms**
  - **Do you ask employees if they have additional language skills? No**
  - **Please include examples any internal data collection of demographic data including HR paperwork, internal surveys, client intake, grant applications, or reports, etc? Only example: Employee Personnel Form for new Employees**
    - **Do these include Asian American and/or MENA categories? Demographic data is self-reported by the employee. There are no drop-down menus or boxes to check.**
- **External Data Collection**
  - **Please include information and examples of external data collection of demographic data We do not collect this type of data from external sources.**
    - **Do these include Asian American and/or MENA categories? We do not collect this type of data from external sources.**
  - **Do you collect data on “preferred language” No**
  - **Please detail any vital forms/documents that are used in your office that does not include demographic and reasoning behind not collecting. We have 29 vital forms/documents that do not collect demographic data because that data is not related to or required by the respective program being utilized. A list of forms/documents is included as a separate attachment.**

# Language Access

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- **Internal**
  - **Bilingual Staff**
    - **Number of bilingual staff and what languages do those staff speak? We do not collect data on the number of bilingual staff, but there are currently 28 union employees that receive Bilingual Pay for providing translation or interpretation as a part of their job.**
    - **Do these bilingual staff provide translation or interpretation at work? Is this part of their job description? If an employee receives Bilingual Pay, then they would be providing translation or interpretation at work. It is not a part of an employee's job description.**
    - **Is your bilingual staff compensated for their translation and interpretation work? Yes**
      - **How are they compensated? Union employees receiving Bilingual Pay receive an additional \$100 per month in salary.**
      - **Is compensation negotiated as part of CBA? Yes**
- **External**
  - **Please detail the name, scope, and amount for any external contract that your office has or uses for language translation and/or interpretation Vendor – All Global Solutions International. Scope – Provides certified translations for tax increase referenda and other ballot referenda.**
  - **Please detail the main public facing documents from your office and if those documents are translated (and what languages?) We have approximately 52 public facing documents in our office. 23 are translated into 11 different languages – Spanish, Tagalog, Chinese, Korean, Hindi, Polish, Russian, Ukrainian, Arabic, Gujarati, & Urdu (all Elections related).**

# Opportunities

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- **Data Collection**
  - **Please identify opportunities to supplement data collection practices in your office moving forward We can utilize data collection practices in our community outreach programs, including “preferred language data”. We can also expand the number of documents/forms that are translated into different languages.**
  - **We will look to change employee demographic to a drop-down selection of standard categories for better data collection and analysis**
- **Language Access**
  - **Please identify opportunities to supplement language access practices in your office moving forward Advocate for the establishment of a Countywide Office/Agency that specializes in language access. This may include the creation of a pool of interpreters/translators that any County Agency/Department could utilize.**
  - **Advocate with other County stakeholders for the State of Illinois to translate documents utilized by the Clerk’s office to more languages**



# Questions