



**Cook County Treasurer's Office  
Asian American and MENA Data Collection and  
Language Access Hearing**

---

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

# Data Collection Overview



- **External Data Collection**
  - **Informational brochures, available at [cookcountytreasurer.com](http://cookcountytreasurer.com), have been downloaded more than 521,112 times as of May 14, 2023, including 424,722 in one of 27 foreign languages:**
    - **Albanian, Arabic, Armenian, Assyrian, Bulgarian, Chinese, Croatian, Czech, Filipino, German, Greek, Hebrew, Hindi, Italian, Japanese, Korean, Lithuanian, Polish, Romanian, Russian, Serbian, Slovakian, Spanish, Thai, Ukrainian, Urdu, Vietnamese**

<b>TOP 10 INFORMATIONAL BROCHURE DOWNLOADS</b>	
<b>Polish</b>	<b>144,043</b>
<b>English</b>	<b>119,295</b>
<b>Spanish</b>	<b>41,023</b>
<b>Chinese</b>	<b>32,588</b>
<b>Korean</b>	<b>26,092</b>
<b>Croatian</b>	<b>21,949</b>
<b>Arabic</b>	<b>21,366</b>
<b>Russian</b>	<b>19,617</b>
<b>Romanian</b>	<b>15,341</b>
<b>Serbian</b>	<b>14,772</b>

# Language Access

---



- **Internal**
  - **Bilingual Staff**
    - **The Treasurer’s Office currently has 30 employees available to provide translation, if needed, in the following languages:**
      - **Albanian, Arabic, Assyrian, Bulgarian, Cantonese, Croatian, German, Greek, Hindi, Italian, Mandarin, Polish, Russian, Serbian, Spanish**
- **External**
  - **cookcountytreasurer.com can be translated into 108 different languages through Google Translate functionality.**
  - **An informational brochure, “The Property Tax System,” is offered for viewing and download in English and 27 other languages at cookcountytreasurer.com.**



# Questions