

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

Wednesday, May 24th, 2023

Data Collection Overview: Internal



Internal Data Collection Forms

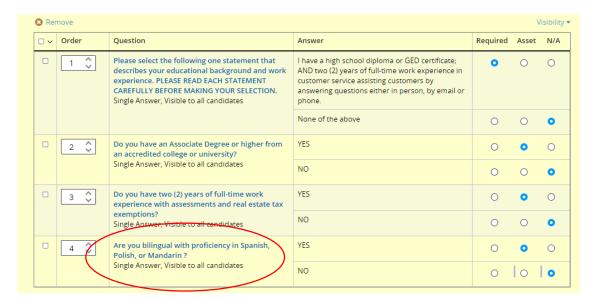
- 1. Do you ask employees if they have additional language skills?
 Only in jobs which require a language other than English.
- 2. Please include examples any internal data collection of demographic data including HR paperwork, internal surveys, client intake, grant applications, or reports, etc?

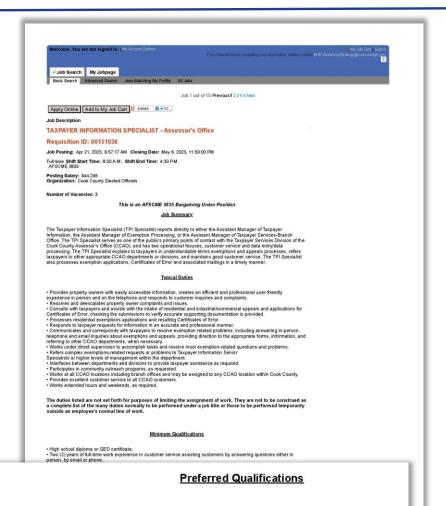
 This information is gathered during the job application process.
- 3. Do these include Asian American and/or MENA categories? They include Spanish, Polish, and Mandarin.

Data Collection Overview: Internal



Examples





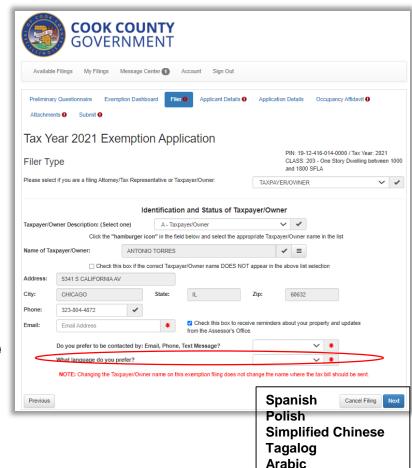
- · Associate Degree or higher from an accredited college or university.
- Two (2) years of full-time work experience with assessments and real estate tax exemptions.
- · Bilingual with proficiency in Spanish, Polish, or Mandarin.1

Data Collection Overview: External



External Data Collection

- Please include information and examples of external data collection of demographic data
 - We do not collect demographic data.
- Do these include Asian American and/or MENA categories?N/A
- 3. Do you collect data on "preferred language"
 Yes. Language preference is collected on the online exemption application;
 this was implemented for the first time this year.
- 4. Please detail any vital forms/documents that are used in your office that does not include demographic and reasoning behind not collecting. We do not collect demographic data, the reason being that we are not sure how we would use the data and are mindful of the Fair Housing Act since our office relates to housing and property assessments.



Language Access: Internal





Internal

1. Number of bilingual staff and what languages do those staff speak?

22

2. Do these bilingual staff provide translation or interpretation at work? Is this part of their job description?

Yes

3. Is your bilingual staff compensated for their translation and interpretation work?

Yes

- 4. How are they compensated?

 They receive an additional \$100 per month (bilingual pay)
- 5. Is compensation negotiated as part of CBA? Yes

Language Access: External



Translation Services:

1st Metropolitan Translation Services, Inc.

875 N. Michigan Ave. - Suite 3100, Chicago, IL 60611

Telephone: 312.621.1500 www.1stmetropolitan.info

- The translators used by First Metropolitan have been certified by the ATA
 [American Translator's Association]. They don't have a rate card, but the rates for
 the most requested languages are listed below.
- The CCAO does not have a contract with this vendor, we pay as we go. Over the last three years we have spent:

FY21 \$8,922.55 FY22 \$5,351.20 FY23 \$3,368.15

We use their services for the translation of press releases, brochures,
 PowerPoints, signage, and other marketing material as needed. They are listed on the County Vendor list.

Spanish - .20/word Polish - .25/word Russian - .25/word Chinese - .30/word



PARA SU PUBLICACIÓN INMEDIATA: 13 de abril de 2023 Angelina Romero, Directora de Comunicaciones Asesor del Condado de Cook 312-256-1724 | angelina romero@cookcountyil.gov

> Ya están disponibles las solicitudes de ahorros en impuestos sobre la propiedad Todo lo que los propietarios necesitan saber

Condado de Cook — El Asesor del Condado de Cook Fritz Kaegi anuncia que las solicitudes para exenciones de impuestos a la propiedad para el año fiscal 2022 ya están disponibles en Irnea. Las exenciones son ahorros que contribuyen a reducir el valor de la factura impositiva de los propietarios. La mas frecuentemente solicitada se llama Exención para propietarios; en promedio, permite ahorrar \$950 cada año.



Infórmate y aplica en cookcountyassessor.com





Estos son algunos aspectos clave que los propietarios deben tener en cuenta a la hora de solicitar exenciones.

Las renovaciones automáticas relacionadas con la pandemia de COVID-19 ya han finalizado. Los propietarios deben reiniciar las presentaciones anuales para la Congelación de tasaciones para ciudadanos mayores con bajos ingresos ("Congelación para la tercera edad") y la Exención para veteranos con discapacidades.

Las personas mayores y los veteranos que necesiten volver a solicitarlas recibirán por correo los folletos de solicitud.

La renovación automática de las Exenciones para propietarios, personas mayores y personas con discapacidades continuarán, y se enviarán

postales a los hogares para confirmar que no es necesario tomar ninguna acción.

Los nuevos propietarios, aquellos que soliciten la exención por primera vez o quienes necesitan volver a solicitaria, ahora pueden hacerlo en linea ingresando a www.cookcountyassessor.com/exemptions. Se recomienda encarecidamente a los propietarios que presenten su solicitud en línea, para que quede constancia digital de la misma. La presentación en línea también permite al personal del Asesor localizar facilmente la solicitud, proporcionar una actualización de su estado e informar si se necesitan documentos faltantes.

Si los propietarios no están seguros de sus exenciones actuales, pueden verificarlas accediendo a los "<u>Detalles de la propiedad</u>" y revisar la sección de *Historial y estado de exenciones*.

El Asesor se enorgullece de anunciar que, por primera vez, los formularios de exención están disponibles en espanol, polaco y chino simplificado. Las solicitudes se pueden descargar en www.cookcountyassessor.com/exemptions.

Como recordatorio, las exenciones se reflejan en la factura de la segunda cuota del impuesto.

Cook County Assessor's Office • 118 North Clark Street, Room 320 • Chicago, IL 60602

www.cookcountyassessor.com • (312) 443-7550

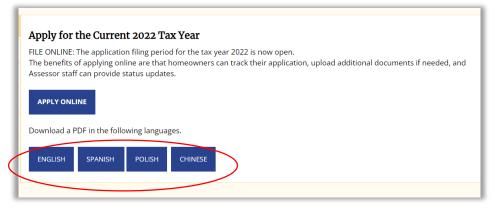
Facebook: @cookcountyassessorsoffice • Twitter: @assessorcook

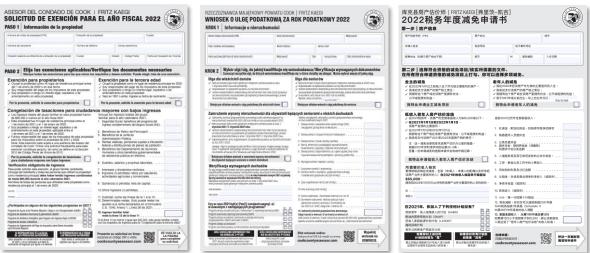
Language Access: Examples



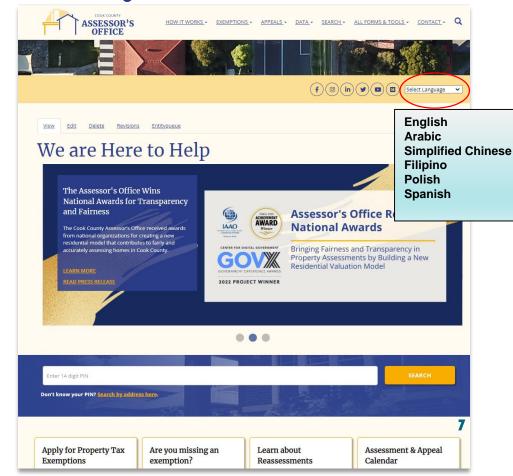
Please detail the main public facing documents from your office and if those documents are translated (and what languages?)

Exemption Application





Google Translate on Website



Language Access: Examples



Please detail the main public facing documents froBrochures

your office and if those documents are translated (and what languages?)

- Brochures are translated in the following languages:
 - English
 - Spanish
 - Polish
 - Simplified Chinese
 - Tagalog
 - Arabic



English
Spanish
Polish
Simplified Chinese
Tagalog
Arabic



English
Spanish
Polish
Simplified Chinese
Tagalog
Arabic



English
Spanish
Polish
Simplified Chinese
Tagalog
Arabic

Opportunities



Data Collection

• HR plans to work with BHR to see if we can incorporate the voluntary demographics questions into Taleo as part of the application process when applicants apply for job opportunities.

Language Access

- Add QR codes on the exemption application that lead to translated versions of the application
- Revise exemption booklets that are mailed out every year to seniors and longtime homeowners to possibly include a translated version or QR codes that lead to translated versions.
- Add language preference to the online appeal application in 2024
- Add a language preference question on counter forms
- Collect language preference at our in-person offices





Questions