



**COUNTY OF LOS ANGELES
OFFICE OF PREVENTION SERVICES TASK FORCE**

PUBLIC CORRESPONDENCE RECEIVED
IN ADVANCE OF SEPTEMBER 29 MEETING

Contact information for the below correspondence has been redacted for privacy.
If you are a Task Force, table member, or member of the public who would like to request this information, please contact Mark Lee at mlee@ceo.lacounty.gov

From: Susan Park
Subject: Public Service Announcements Regarding Language Access
Date: Monday, September 18 2023 4:29 PM

Hello all,

I've been doing Korean language outreach and translations at a Farmers Market in West Adams. In 3 ½ months I have increased low-income Korean senior participation from 50 unique seniors per month to 2000-2500 unique seniors per month. This has also resulted in a small increase in other AAPI, South Asian, and Black customer participation. That's the good news.

The bad news is widespread negativity towards Korean language access from many of the non-Asian customers at the market, primarily from Spanish speakers. The negativity also comes from the Farmers Market Staff. The negativity used to be far worse when I first started. I have repeatedly spoken to customers. I have repeatedly spoken to staff supervisors. The negativity has included yelling and screaming in English at Korean customers who don't understand English. Not surprisingly, yelling and screaming at people who don't speak English, in English doesn't help them understand English. The negativity includes a host of false assumptions about the Korean speakers are saying and doing. It's very deep seated.

I also had bizarre encounters with LA City and LA County employees who do not understand language access laws. The latest encounter was a few days ago. The employee engaged in gross misconduct and said things that are liabilities for the government office he works for. This isn't a joke. I was thinking of demanding the employee resign. Instead, perhaps, he needs to take anger management classes and commit to thorough training. Ultimately, his supervisor and the office administrators are at fault.

I'm writing to suggest: 1) Multilingual PSAs to inform people of language access rights; 2) workshops, presentations, and seminars for government employees on language access laws and rights; and 3) workshops, presentations, and seminars for nonprofits on language access laws.

Thank you

All the best

Susan Park 박지영

www.aa4h.org Asian Americans for Housing and Environmental Justice

www.jepwa.org JEPWA Community Land Trust South Central LA

East LA Partners: Fanny Ortiz, Fideicomiso Comunitario Tierra Libre

www.wfbkuf.org World Food Bank, Kitchen, and Urban Farm

From: Erica Terrell

Subject: Feedback on Technical Challenges During the August 25, 2023, Prevention Services Task Force Meeting

Date: Friday, 8/25/2023 12:26 PM

Dear LA County Prevention Services Task Force Members,

I hope this message finds you well. My name is Erica Terrell. I engaged in the Prevention Services Task Force Meeting held on Friday, August 25, 2023 via hybrid attendance. I appreciate the efforts put into organizing this meeting and providing pre-work. Additionally, I wanted to share some concerns related to the technical challenges that impacted many of us joining remotely.

It was evident that there was a shift to newer technology during this meeting, and as with any change, there can be unforeseen hiccups. Early on, I observed that the audio clarity was inconsistent. To ensure that these challenges would not prevent engagement, I voiced these concerns in the chat. Despite my efforts and those of potentially others to communicate the issues, a substantial number of participants persisted in using the problematic mic technology.

Further compounding the issue, after my second attempt to highlight these challenges in the chat, the group chat functionality was entirely disabled. This action left many of us remote attendees without a direct channel to communicate or address the ongoing technical difficulties, effectively silencing our input. It was evident throughout the two-hour duration that while one speaker had an effective mic setup, many others didn't, which greatly hampered our ability to follow the discussions.

I recall the main speaker noting the presence of several important individuals connected to our work who were also participating via hybrid means. This underscores the importance of ensuring clear

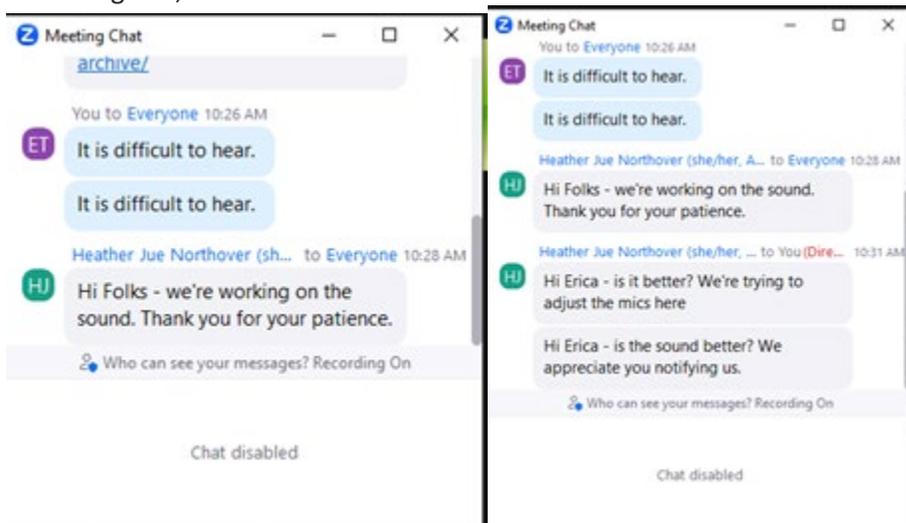
communication lines and understanding the gravity of potential technological challenges that might arise.

In the future, I strongly advocate for maintaining open lines of communication, especially the chat feature, with remote attendees. By doing so, we can collectively address and rectify any challenges in real-time, ensuring a more inclusive and engaging experience for everyone.

I believe in the purpose and vision of this Task Force and hope that this feedback is taken constructively, with the aim of refining future meetings to be more accessible and inclusive for all participants.

Thank you for your attention to this matter, and I look forward to continued collaboration.

Warm regards,



Erica Terrell (she/herhers)
DEI Programs Manager • Human Resources
Los Angeles County Sanitation Districts

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