



# OFFICE OF EQUITY AND INCLUSION

INTERIM ANNUAL REPORT, '25





# ABOUT THE OEI



## **OFFICE OF EQUITY & INCLUSION:**

**The OEI was formed to assure Municipal services are accessible, uplift the voices of residents and encourage public participation.**

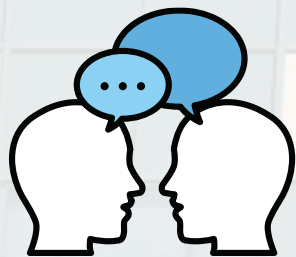
**The Chief Equity Officer represents the Municipality on community issues in a variety of forums, and assures we remain federally compliant with Language Access and EEO policies.**

**In addition, the OEI collaborates with Human Resources to recruit, compensate, retain and promote the best talent to ensure the Municipality is a fair and rewarding place to work.**





# PRIMARY GOALS & OBJECTIVES



## Language Access

The MUNI's Language Access program empowers staff to effectively serve individuals with Limited English Proficiency (LEP) and or Deaf/Hard of Hearing, and ensures the public is fully aware of and can easily access available language services.



## EEO Employer

The Municipality of Anchorage is an Equal Employment Opportunity (EEO) employer, committed to a merit-based hiring and promotion system free from discrimination based on race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, or disability.



## Eklutna Training

The Municipal Office of Equity and Inclusion, in consultation with the Native Village of Eklutna and other tribal leaders, provide an annual educational opportunity for municipal employees on the history and legal status of tribes within Alaska and the municipality, and on issues of concern to tribes..



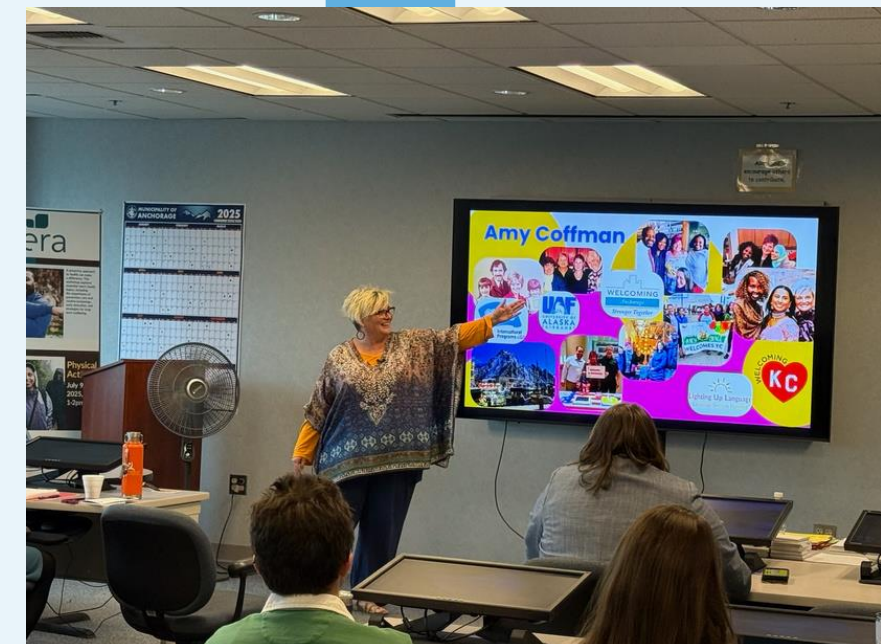
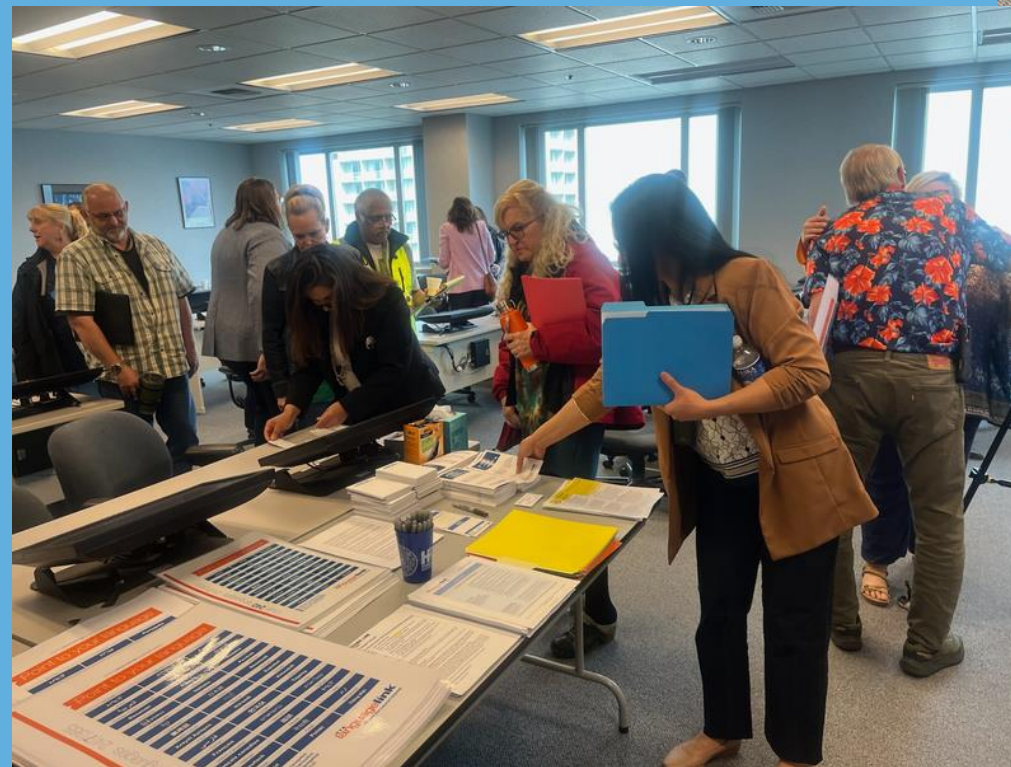
## Muni.Works.AK

Muni.Works.AK, a project of the OEI, shares resources, updates, and stories from across the Municipality of Anchorage— highlighting the people, departments, and services that keep our city running.





# '25 LANGUAGE ACCESS TRAINING





# Municipality of Anchorage Language Access Program



It is the policy of the Municipality of Anchorage (P&P 16-6) to provide timely and meaningful access to LEP and deaf or hard-of-hearing individuals in the conduct of municipal business. The MOA will utilize readily accessible telephonic language lines and professional face-to-face interpreters to conduct municipal business.

## Federal Law

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

## Most Spoken Languages

- Spanish
- Hmong
- Samoan
- Yup'ik
- Filipino/Tagalog
- Korean
- Russian

## Language Assistance

- **Interpretation Services** - In - person telephone or video
- **Translation Services** - Written documents
- **Notification of Services**

## Staff Training

**Frequency of training:** Upon hire and annually  
**Topics covered:** Background, providing services & outreach  
**Responsible training personnel:** Offices of Equity & Inclusion

## Monitoring & Evaluation

**Measuring Effectiveness:** Usage, growth & community input  
**Responsible party for evaluation:** LA Representative & OEI  
**Frequency of plan review and updates:** Annually

## Complaint & Suggestion Process

**In-Person/By Mail:**  
**Email:**  
**Phone:**

## What to look for...

- Self-identifies
- Brings interpreter/translator
- Has difficulties with sentence structure or understanding
- Asks you to repeat, slow down, or explain words
- Point to Your Language Poster needed

## Identify Speaker & Language

## Calling Language Link

- Step 1:** Call **1-888-338-7394**
- Step 2:** Enter Account Number, followed by # sign
- Step 3:** Select whether a 3rd party call is needed
- Step 4:** Select Language by Entering the Corresponding Number or enter "9" for operator

## Provide Services

## Dept. LA Representative

**Name:**  
**Ext:**  
**Email:**  
**Office of Equity and Inclusion - Ext 7119**  
**Kim Waller** - Chief Equity Officer  
Kim.Waller@anchorageak.gov  
**Lupe Chavez** - Junior Administrative Officer  
Lupe.J.Chavez@anchorageak.gov

## Contacts





# **'25 NATIVE VILLAGE OF EKLUTNA EDUCATIONAL OPPORTUNITY FOR MUNICIPAL EMPLOYEES**

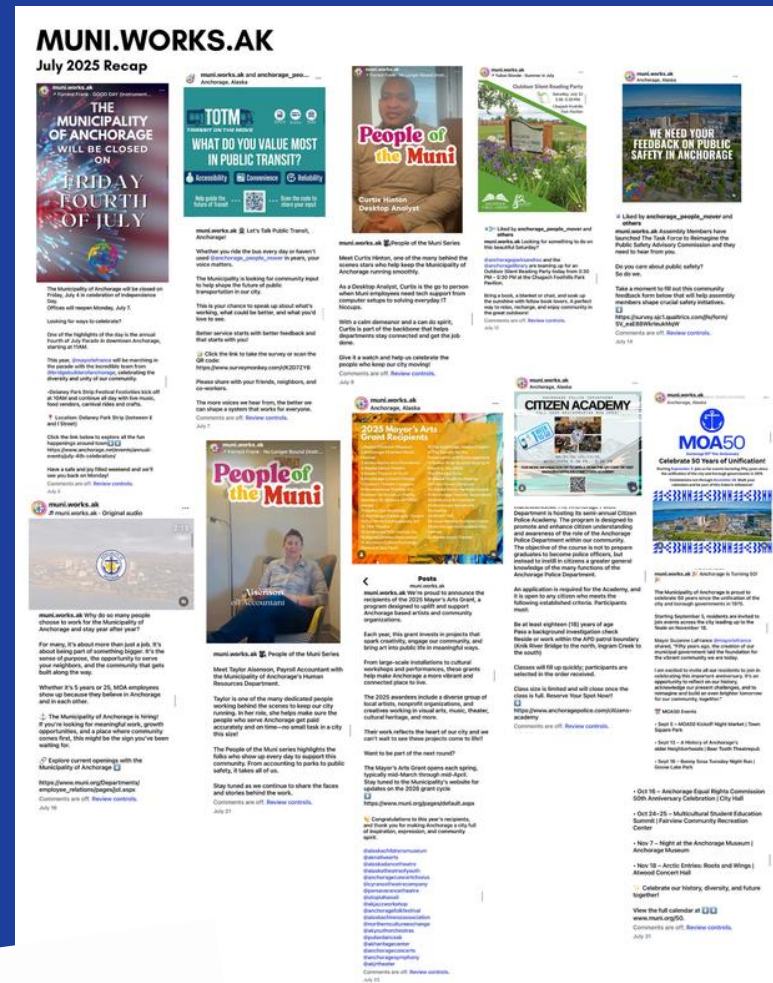
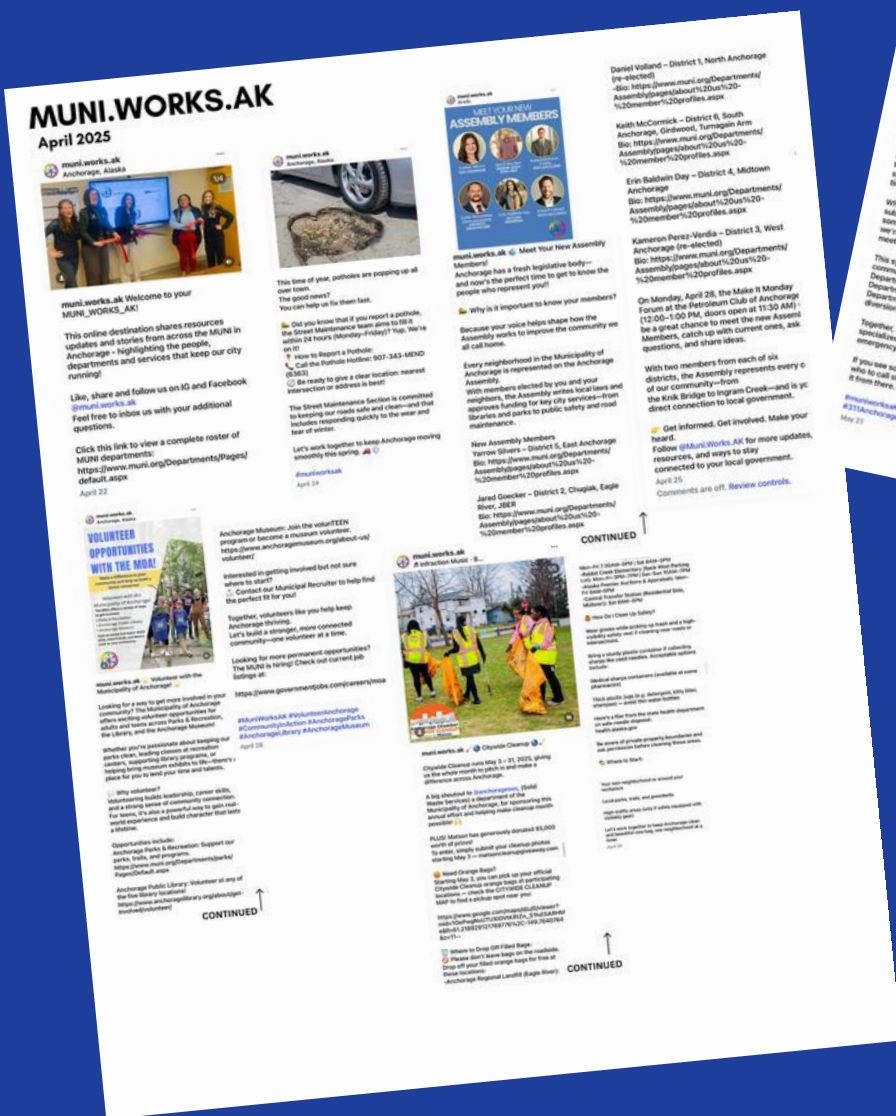




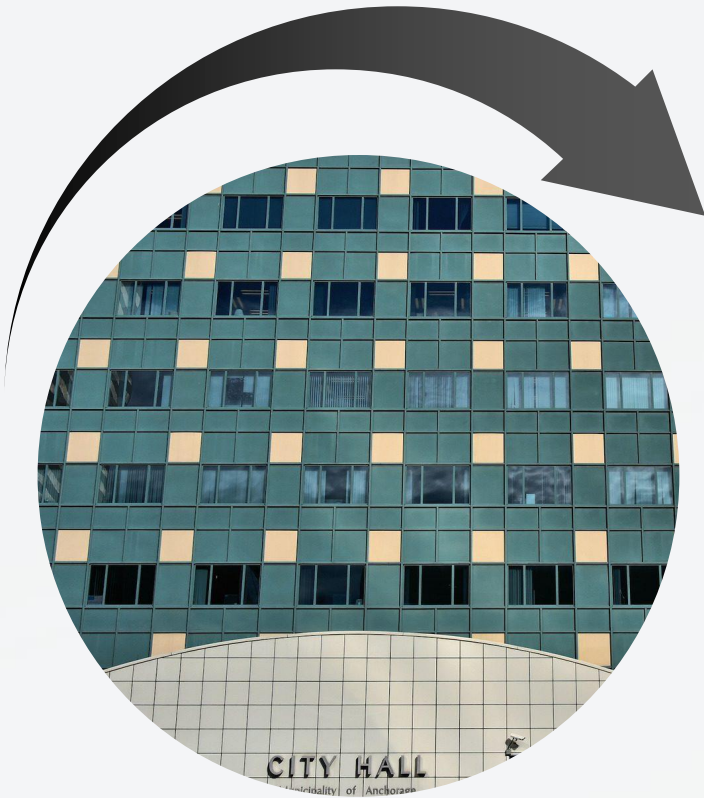


# MUNI.WORKS.AK

## FACEBOOK / INSTA







## Human Resources

Recruitment /  
Retention  
Implementation \*  
management of Exit  
and Transfer Interviews

## Special Projects / Support

Various RFP's, Grant  
Selection,  
Communications, Pride  
Parade, MOA50 live  
broadcasts



## Community Initiatives

Anchorage Chamber of  
Commerce Military  
Appreciation Day, Black  
Business Expo, Pacific Island  
Women's Recognition Awards,  
the Alaska Civil Rights  
Conference

## Internal Teams

Employee Solutions  
Survey Team,  
Leadership Training  
Team, Employee  
Lifecycle Committee



## Representation

The Chief Equity Officer  
represents the  
Municipality on  
community issues in a  
variety of forums

## Advocacy

Sight visits and and advocacy  
on behalf residents,  
community councils, religious  
leaders and stakeholders alike  
looking to have their voices  
uplifted in municipal  
government





# OUR TEAM



**Kim Waller**  
Chief Equity Officer



**Zaneta Stetsunov**  
Social Media Strategist /  
Contractor



**Lupe Chavez**  
Jr. Admin Officer



**Amy Coffman**  
Language Access / Contractor



