



# UPDATE ON BIC INITIATIVE & DRAFT LANGUAGE ACCESS PLAN

Council Work Session  
September 18, 2019



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# Agenda

1. BIC Update

2. Language Access Plan Overview & Council Input



# Council Considerations

- Provide input on the draft Language Access Plan
  - Language Assistance Services
  - Employee Incentive & Training





# Building Integrated Communities (BIC)



1. Community Assessment



2. Action Planning



3. Implementation



# BIC Action Plan



PUBLIC TRANSPORTATION



HOUSING



PUBLIC SAFETY & LAW ENFORCEMENT



LEADERSHIP



GOVERNMENT COMMUNICATION

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# LANGUAGE ACCESS

# Key Definitions

- **Limited English Proficiency (LEP):** Describing people with limited ability to communicate effectively in English.
- **Meaningful Access:** Ability to use resources without significant restriction from language barriers.
- An **interpreter** converts **oral messages** from one language to another.
- A **translator** converts **written text** from one language to another.

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# What is a Language Access Plan?

- Action-oriented plan to guide organizations to language justice
- Establishes policies and procedures to ensure access to Town resources and services for LEP residents





# Why develop a Language Access Plan?

- Ensure residents can communicate with the Town in their preferred language
- Comply with federal requirements
- Align with Town values
- Respond to the highest priority of immigrant and refugee residents



# Chapel Hill's current situation

- We most often receive language assistance requests in Burmese, Karen, Mandarin Chinese and Spanish
- Several Town departments receive federal funding
- Varied levels of language access provided across departments

ချာပီလ်ဟီးလ် အကြောင်း  
★ RAD ★  
အားလာရောက် လေ့လာပါ!

အနာဂတ်မြို့သူသားများအတွက် ချာပီလ်ဟီးလ်အား ပြင်ဆင်ရန် ကူညီပါ!

အားလုံးအား ဖိတ်ခေါ်အပ်ပါသည်။ ကလေးထိန်းစီစဉ်ပေးသည်။ သွားရည်စာပြင်ဆင်ပေးမည်။

ပြည်သူ့အိမ်ယာအား မွန်းမံမှုများ ပြုလုပ်နိုင်ရေးနှင့် အခြားဈေးနှုန်းသက်သာသော အိမ်ယာများတိုးချဲ့နိုင်ရေးအတွက် RAD (Rental Assistance Demonstration) အိမ်ငှားထောက်ပံ့သည့် ဖော်ထုတ်ချက်အစီအစဉ်အကြောင်းကို ဆွေးနွေးရန် ချာပီလ်ဟီးလ် ပြည်သူ့အိမ်ယာ ဝန်ထမ်းများနှင့်အတူ လာရောက်ပါဝင်ပါ။

အကြောင်းအရာ ပိုမိုသိရှိရန်နှင့် မေးခွန်းများမေးရန် အစည်းအဝေးသို့ လာရောက်ပါဝင်

Hargraves ကော်မူနီတီ စင်တာ  
ကြာသပတေး၊ ဇူလိုင်လ ၁၇၊ ညနေ ၆း၃၀-၈နာရီ  
ကြာသပတေး၊ ဇူလိုင်လ ၂၄၊ ညနေ ၆း၃၀-၈နာရီ

ချာပီလ်ဟီးလ် ပြည်သူ့ စာကြည့်တိုက်၊ အခန်း B\*  
စနေနေ့၊ ဇူလိုင်လ ၁၉၊ နံနက် ၁၀-ညနေ ၁၂း၃၀ နာ  
\*ကရင်နှင့် ဗမာ စကားပြန် ရှိမည်။

# Our Proposed Language Access Plan (LAP)



## Key Components

- Needs Assessment
- Policies & Procedures
- Implementation Plan

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# Needs Assessment

FACTORS	CHAPEL HILL DATA
# or proportion of LEP individuals in the community	<ul style="list-style-type: none"><li>▪ 20% of residents speak languages other than English</li><li>▪ 6% of residents are LEP</li><li>▪ Most common languages: Spanish, Chinese, Korean, Other Asian languages, and French</li></ul>
Frequency of contact with LEP individuals	<ul style="list-style-type: none"><li>▪ Several departments have frequent contact</li><li>▪ 35% of public housing residents have a preferred language other than English</li></ul>
Nature & importance of services	<ul style="list-style-type: none"><li>▪ Town provides many vital services</li></ul>
Resources available and costs	<ul style="list-style-type: none"><li>▪ Existing resources within FY20 Budget</li><li>▪ Evaluation of costs ongoing</li></ul>

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# Needs Assessment



- **What we heard from residents:**  
Make Town communications language accessible.

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# Proposed Language Access Plan Policies

**1**

**Language Assistance Services**

**2**

**Employee Training & Incentive**

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# 1

## Language Assistance Services

### **Town will provide interpretation and translation services free of charge:**

- Across the organization
- Use a variety of methods to notify residents
- Translate vital documents and emergency communications into primary languages
- Provide on-demand interpretation for public meetings, one-on-one interactions, and small group meetings
- Use competent, trained, and culturally sensitive interpreters and translators

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# 1

## Language Assistance Services

### Translations

- In the Town's primary languages
  - Burmese
  - Karen
  - Mandarin Chinese
  - Spanish
- For vital documents and emergency communications

### Interpretation

- For any language available
  - Public meetings: in-person
  - One-on-one/small group interactions: in-person or telephone
- Residents requested to provide 48 hour notice

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# 2

## Employee Training & Incentive

### **Town will offer training and pay incentive to bilingual employees**

- Available to employees who:
  - fluently speak Town's primary languages
  - successfully complete training and language assessment
  - commit to using their skills on an as-needed basis
- Pay incentive equivalent to existing Police Department incentive (2.5% per language annually)
- Evaluate need for dedicated staff to serve as interpreters and translators

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# Estimated Resource Needs

- Sufficient resources identified for current year estimated costs
- Evaluate future year resource needs as part of FY21 budget process

	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022
<b>Interpretation Services</b>	\$7,000	\$5,000	\$5,000
<b>Translation Services</b>	\$5,000	\$2,500	\$2,500
<b>Employee Training</b>	\$2,000	\$2,000	\$2,000
<b>Employee Pay Incentive</b>	\$9,600	\$17,000	\$19,000
<b>TOTAL</b>	\$23,600	\$26,500	\$28,500

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# What's Next

- Continue to develop LAP based on Council & community input
- Present revised LAP to Council for approval in November



# Council Considerations

- Provide input on the draft Language Access Plan
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  - Employee Incentive & Training



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