

**02-20-2019 Town Council Meeting**  
**Responses to Council Questions #1**

**ITEM #10: Update on the Inaugural Chapel Hill Peoples Academy**

**Council Question:** What was the minimum number of sessions that participants had to attend in order to graduate?

**Staff Response:** *Attendees received graduation certificates if they attended 5 or more of the 10 sessions.*

**Council Question:** Which session was the highest attended session? How many attended?

**Staff Response:** *Session 1 was the highest attended with 43 total attendees. This session included the Mayor and Manager's welcome, an overview of Town government as well as presentations from Human Resources, Communications and Public Affairs, and Technology Solutions. The Fire Department field trip (Session 5) and Graduation (Session 10) both had the second highest attendance at 37 attendees each.*

**Council Question:** May we have a copy of what the application looked like for folks applying for the Peoples Academy?

**Staff Response:** *The Peoples Academy application is attached. Participants could complete the application online or they could complete a paper application in English, Spanish, Burmese and Karen.*

**Council Question:** What kinds of questions did participants in Peoples Academy raise?

**Staff Response:** *Participants asked questions in the sessions of presenters related to the services and programs the Town provides. Questions that could not be answered in a session were added to a "parking lot" and answered by staff in a weekly follow-up email sent to all participants. A list of these questions is attached.*

**Council Question:** Going forward, how will you strengthen outreach to residents with limited English proficiency?

**Staff Response:** *We have discussed using multiple additional approaches to outreach to residents with limited English proficiency including, but not limited to:*

- *Work with Peoples Academy graduates (including several from the Burmese community) and community organizations (e.g., El Centro Hispano, Refugee Community Partnership) to identify bilingual residents willing to serve as Peoples Academy ambassadors. Ambassadors would help to champion the program through direct outreach and serve as a liaison between applicants and Town staff.*

**02-20-2019 Town Council Meeting**  
**Responses to Council Questions #1**

- *Use interpreters to help Town staff do more face-to-face outreach with residents with limited English proficiency at community meetings and festivals, like the Latin American Festival in August.*
- *Engage community partners serving residents with limited English proficiency, including HeadStart, Transplanting Traditions, and Mariposas to help us advertise the Academy.*
- *Advertise in language-specific newsletters and newspapers like Que Pasa.*

**Council Question:** Was the person we appointed last week to CPAC the first participant from the Peoples Academy that we've appointed to an advisory board?

**Staff Response:** *Yes, Elizabeth Taylor, appointed last week to the Community Policing Advisory Committee, is the first Peoples Academy participant appointed to an advisory board since the program ended in November.*