



CONSIDER APPROVING THE LANGUAGE ACCESS PLAN

Council Business Meeting
November 13, 2019



Council Considerations

- Consider approving the Language Access Plan (LAP)



Consistent with Council's Goals and Priorities

- **Council Goal:** *Create a Vibrant and Inclusive Community*
- **Strategic Plan Objective:** *Improve connections and partnerships with historically disengaged and marginalized populations*
- **Community Connections Goal:** *Engage those who have been historically disengaged or disconnected from the Town, with an emphasis on the most impacted and historically marginalized populations*

Vibrant & Inclusive Community

To enrich the lives of those who live, work, and visit Chapel Hill by building community and creating a place for everyone



OBJECTIVES	INITIATIVES		
1. Create diverse opportunities for community to engage with the arts	1. Improve festivals and events with a focus on spaces, policies, partners, sponsorship, content and infrastructure	2. Increase engagement with community history	3. Increase public art in both public and private spaces
2. Improve connections and partnerships with historically disengaged and marginalized populations	1. Advance Youth Initiatives	2. Continue People's Academy	3. Implement Building Integrated Communities Action Plan
	4. Implement Community Connections Strategy	5. Increase after-school and recreation programming Access	6. Increase diversity of Council-appointed boards and commissions
3. Preserve the history of Chapel Hill and embrace the future needs of the community	1. Strengthen urban design focus	2. Advance Charting our Future	3. Implement Rogers Road Community First Plan
	4. Conduct Blue Hill code refinements	5. Effectively collaborate with UNC Hospitals on the Eastowne Master Planning Project	



Why develop a Language Access Plan?

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



Our Proposed Language Access Plan (LAP)



Key Components

1

Needs Assessment

2

Policies

3

Monitoring & Updating

Updates to LAP Since September Work Session

- Incorporated input from community partners
- Developed Monitoring & Updating section
- Built out the appendices



1

Needs Assessment

FACTORS	CHAPEL HILL DATA
# or proportion of LEP individuals in the community	<ul style="list-style-type: none">▪ 20% of residents speak languages other than English<ul style="list-style-type: none">▪ 6% of residents are Limited English Proficient (LEP)
Frequency of contact with LEP individuals	<ul style="list-style-type: none">▪ Several departments have frequent contact<ul style="list-style-type: none">▪ 35% of public housing households speak languages other than English
Nature & importance of services	<ul style="list-style-type: none">▪ Town provides many vital services
Resources available and costs	<ul style="list-style-type: none">▪ Existing resources within FY20 Budget▪ Ongoing evaluation of costs

2

Policies: 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

2

Policies: Language Assistance Services

Translation

- 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 at least 48 hour notice

2

Policies: 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 modeled off of existing Police Department incentive
- Evaluate need for dedicated staff to serve as interpreters and translators

3

Monitoring & Updating

Annual review of:

- Demographic data
- Usage of Town language assistance services
- Internal staff capacity
- Community feedback



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
Interpretation Services	\$7,000	\$5,000	\$5,000
Translation Services	\$5,000	\$2,500	\$2,500
Employee Training	\$2,000	\$2,000	\$2,000
Employee Pay Incentive	\$9,600	\$17,000	\$19,000
TOTAL	\$23,600	\$26,500	\$28,500

Council Considerations

- Consider approving the Language Access Plan as outlined in R- 6





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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.



Proposed Language Access Plan (LAP) Implementation Timeline

	FY20				FY21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
COMMUNITY OUTREACH								
Partner with community members, community partners, and Town staff to jointly design detailed procedures for LAP implementation		◆	◆	◆				
Design communications and marketing materials for LAP		◆	◆	◆				
Share LAP with community members and community partners		◆						◆
BUILDING STAFF CAPACITY								
Identify potential partners to develop LAP training			◆	◆				
Co-lead Town-wide LAP staff training				◆	◆	◆		
Town Council consider approval of pay incentive in FY21 budget process				★				
Implement employee pay incentive program					◆	◆	◆	◆
Provide technical assistance to Town Departments	◆	◆	◆	◆	◆	◆	◆	◆
TRANSLATION AND INTERPRETATION								
Translate vital documents		◆	◆	◆	◆	◆	◆	◆
Establish contract for language services		◆	◆					
MONITORING AND UPDATING LAP								
Create processes for tracking language access and assistance data	◆	◆	◆	◆	◆	◆	◆	◆
Update reporting measures, as needed	◆	◆	◆	◆	◆	◆	◆	◆

Title VI of the Civil Rights Act of 1964

- Organizations that receive federal funding must take **reasonable steps to ensure meaningful access** to services for limited English proficient residents.

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Languages Spoken at Home by Chapel Hill residents

- **Chapel Hill population 5+ years old: 57,402**

Languages	Estimated # of speakers	Percent
Speak only English	45,791	79.8%
Speak language other than English	11,611	20.2%
Speak English less than “very well”	3,465	6.0%

Source: ACS 2017, Table B16005

Languages Spoken at Home by Chapel Hill residents

- **Chapel Hill population 5+ years old: 57,402**

Languages	Estimated # of speakers	Estimated # of LEP
Speak Spanish	3,079	826
Speak Indo-European	3,202	461
Speak Asian & Pacific Islander	4,934	2,159
Speak other languages	396	19

Source: ACS 2017, Table S1601

Languages Spoken at Home by Chapel Hill residents

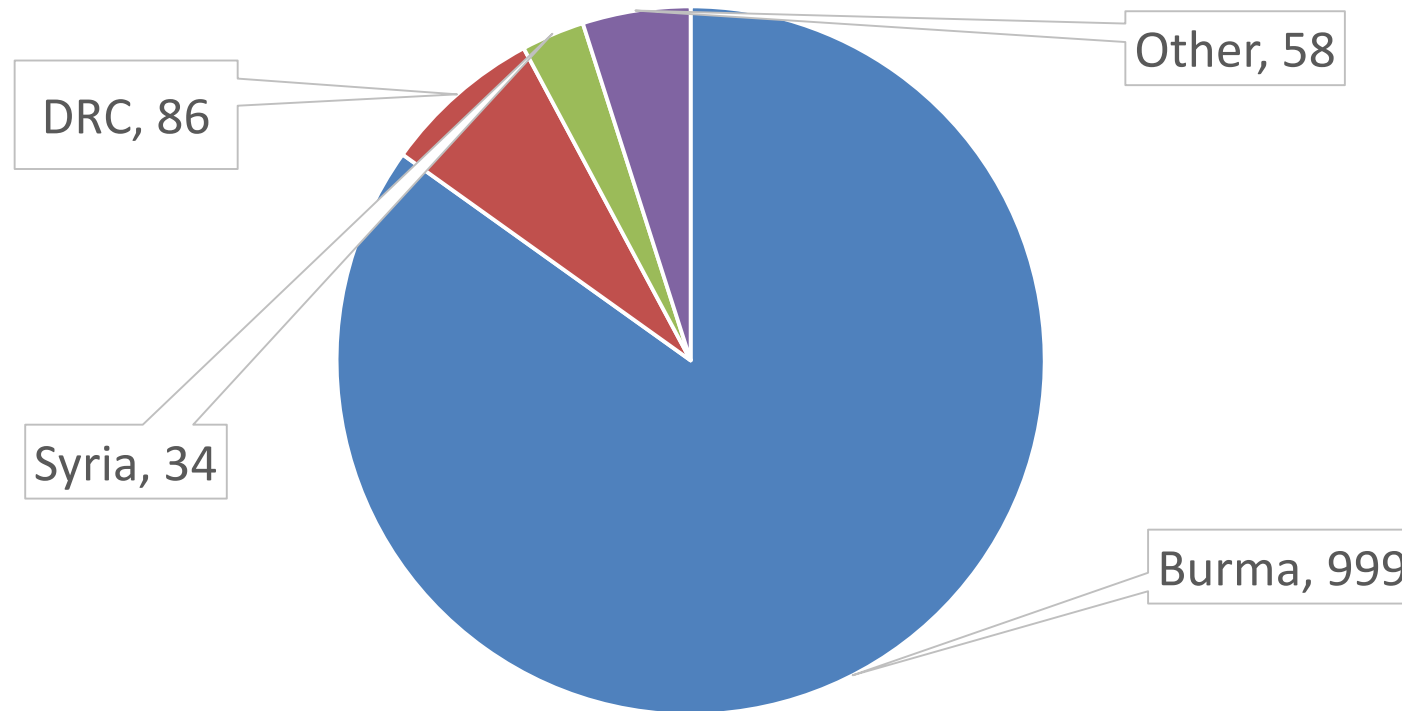
- **Chapel Hill population 5+ years old (2015): 56,903**

Languages	Estimated # of speakers	% of total Chapel Hill Population	% of LEP speakers by <i>total Chapel Hill Population</i>
Spanish or Spanish Creole	3,206	5.63%	1.92%
Chinese	2,727	4.79%	2.15%
Korean	987	1.73%	1.06%
Other Asian Languages	852	1.50%	0.61%
French	613	1.08%	0.14%

Source: ACS 2015, Table B16001

Refugee Arrival Data in Orange County, 2005-2019

Refugee Arrivals by Country



■ Burma ■ DRC ■ Syria ■ Other

Employees speaking languages other than English

Language Spoken	# of Departments	Estimated # of employees in each Department
Spanish	10	42
Mandarin	2	2
Korean	1	1
Burmese	0	0
Karen	0	0
Other Languages	7	14
Estimated Total	-	59 employees*

*as of November 6, 2019 the Town had 701 full-time and part-time staff

Decision tree for selecting interpretation

1. Use trained Town staff
2. If Town staff are not available, request an in-person interpreter from a local language service organization
3. If neither of the above are available, request a telephone interpreter

Building Integrated Communities



PUBLIC TRANSPORTATION



HOUSING



PUBLIC SAFETY & LAW ENFORCEMENT



LEADERSHIP



GOVERNMENT COMMUNICATION

Proposed Language Access Plan

1

Needs Assessment

2

Policies

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Monitoring & Updating