



CONSIDER APPROVING THE LANGUAGE ACCESS PLAN

**Council Business Meeting
November 13, 2019**

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Council Considerations

- Consider approving the Language Access Plan (LAP)



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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*
- *Consistent with equitable community engagement goals outlined in our **Community Connections Strategy***

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 4. Increase arts programming
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

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Building Integrated Communities



PUBLIC TRANSPORTATION



HOUSING



PUBLIC SAFETY & LAW ENFORCEMENT



LEADERSHIP



GOVERNMENT COMMUNICATION

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Why develop a Language Access Plan?

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



Our Proposed Language Access Plan (LAP)



Key Components

- Needs Assessment
- Policies & Procedures
- Monitoring & Updating

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Updates to LAP Since September Work Session

- Incorporated input from community partners
- Developed Implementation section
- Built out the appendices



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

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Monitoring & Updating the LAP

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

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Council Considerations

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



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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.