



# **UPDATE ON BIC INITIATIVE & DRAFT LANGUAGE ACCESS PLAN**

**Council Work Session  
September 18, 2019**



# 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



# Consistent with Council's Goals and Plans

- **Council Goal:** *Create a Vibrant and Inclusive Community*
- **Strategic Plan Objective:** *Improve connections and partnerships with historically disengaged and marginalized populations*
- *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

1. Create diverse opportunities for community to engage with the arts

2. Improve connections and partnerships with historically disengaged and marginalized populations

3. Preserve the history of Chapel Hill and embrace the future needs of the community

### INITIATIVES

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

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

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



# Building Integrated Communities (BIC)



1. Community Assessment



2. Action Planning



3. Implementation



# BIC Action Plan



PUBLIC TRANSPORTATION



HOUSING



PUBLIC SAFETY & LAW ENFORCEMENT

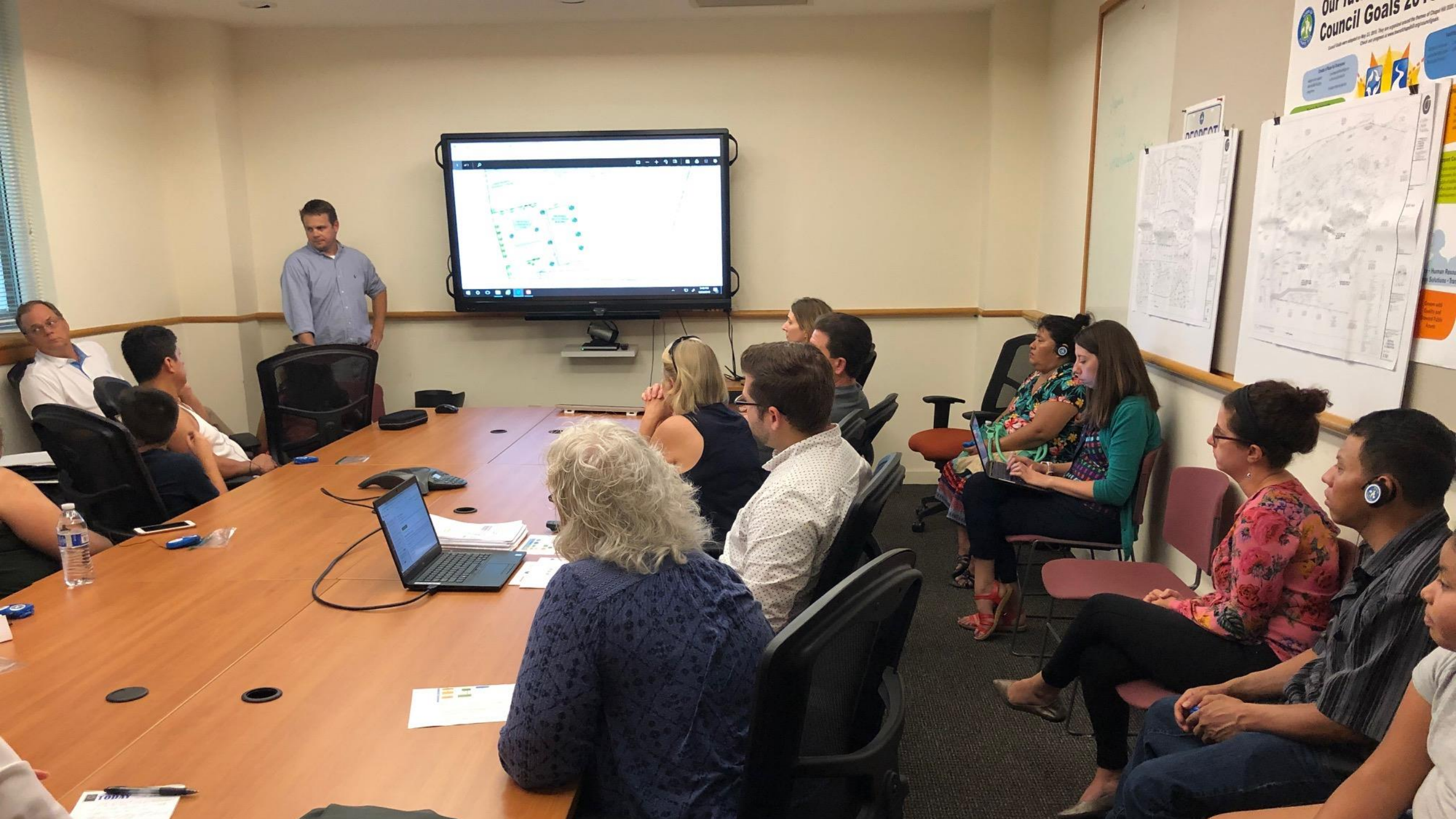


LEADERSHIP



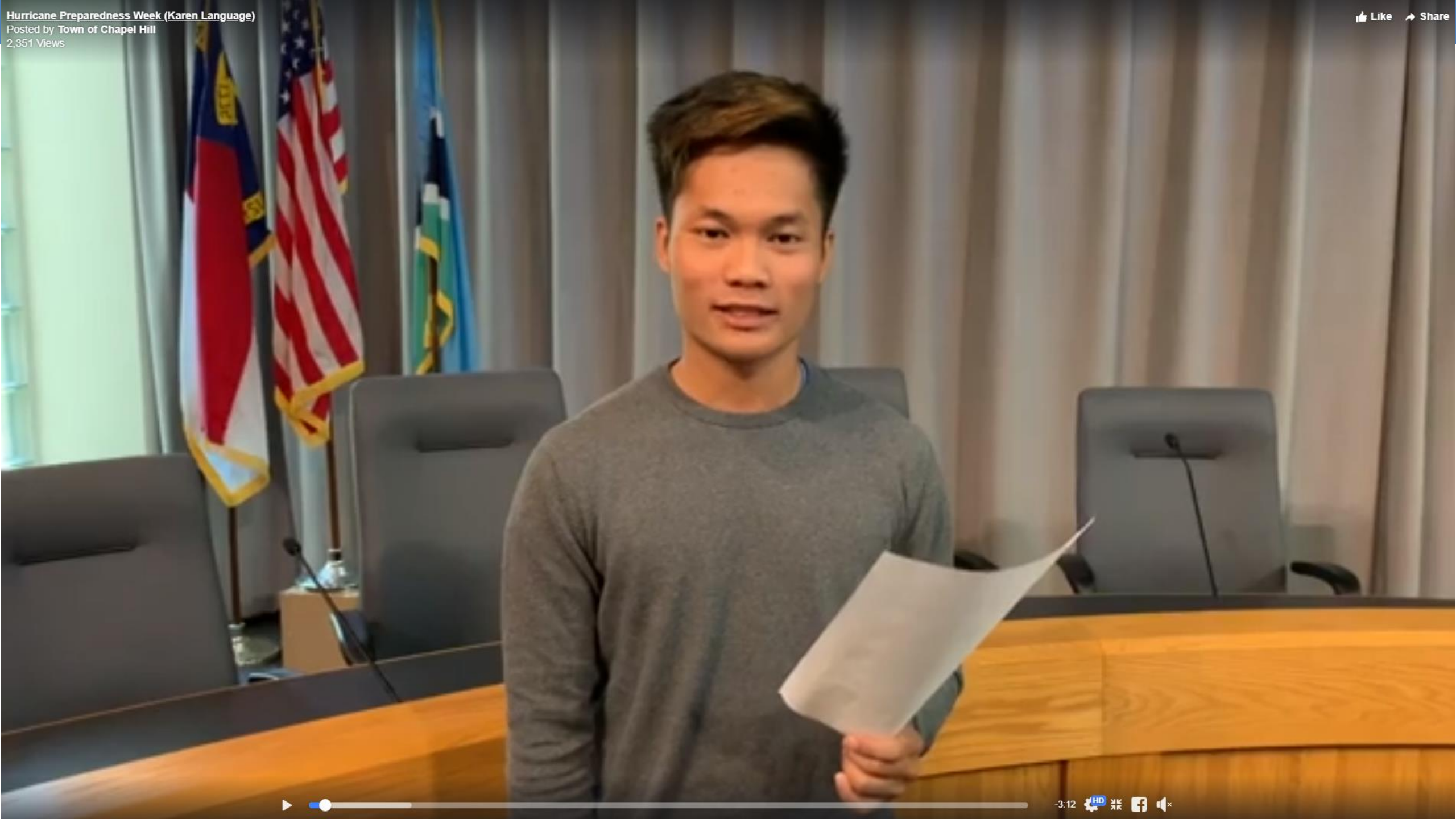
GOVERNMENT COMMUNICATION













State Strategic Impact Grants

# Powerful Communities: Storm Resiliency Grants

Application period March 15 – June 15





El Centro Hispano  
La Familia de Bristol 2019



 **ResNE**  
Residential Network Eng. Education  
2015-2021

LIGHT UP

LIGHT UP



Take  
a  
Spin!

Go to 3  
What is the most common language spoken in another language?

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**TOWN HALL  
ENTRANCE**

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**ENTRADA**







# 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.

# 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



# What are other cities doing?

Cities	City-wide Language Access Plan
Winston-Salem	Yes
Greensboro	Yes
Fayetteville	Yes
Durham	In development
Charlotte	In development
Raleigh	No
Cary	No
Wilmington	No
Asheville	No

# 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
  - Transit
  - Police
  - Fire
  - Housing & Community
    - Affordable Housing & Community Connections
    - Public Housing
  - Parks & Recreation
  - Library
  - Public Works
- Varied levels of language access provided across departments



ချာပါလ်ဟီးလ် အကြောင်း

★ RAD ★

အားလာရောက် လေ့လာပါ!

အနာဂတ်မြို့-သူ့သားများအတွက် ချာပါလ်ဟီးလ်အား ပြင်ဆင်ရန် ကူညီပါ!

အားလုံးအား ဖိတ်ခေါ်အပ်ပါသည်။ ကလေးထိန်းစီစဉ်ပေးသည်။ သွားရည်စာပြင်ဆင်ပေးမည်။

ပြည်သူ့-အိမ်ယာအား မွန်းမံမှုများ ပြုလုပ်နိုင်ရေးနှင့် အခြားရေးရာများသက်သာသော အိမ်ယာများတိုးချဲ့နိုင်ရေးအတွက် RAD (Rental Assistance Demonstration) အိမ်ငှားထောက်ပံ့သည့် ဖော်ထုတ်ချက်အစီအစဉ်အကြောင်းကို ဆွေးနွေးရန် ချာပါလ်ဟီးလ် ပြည်သူ့-အိမ်ယာ ဝန်ထမ်းများနှင့်အတူ လာရောက်ပါဝင်ပါ။

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

ချာပါလ်ဟီးလ် 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

# Needs Assessment

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



# Community Interest



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

# Proposed Language Access Plan Policies

**1**

**Language Assistance Services**

**2**

**Employee Training & Incentive**



## 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

# 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

# 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

# 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

# What's Next

- Continue to develop LAP based on Council & community input
- Present revised LAP to Council for consideration by end of the year



# Council Considerations

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







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# 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

- **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

# Languages Spoken

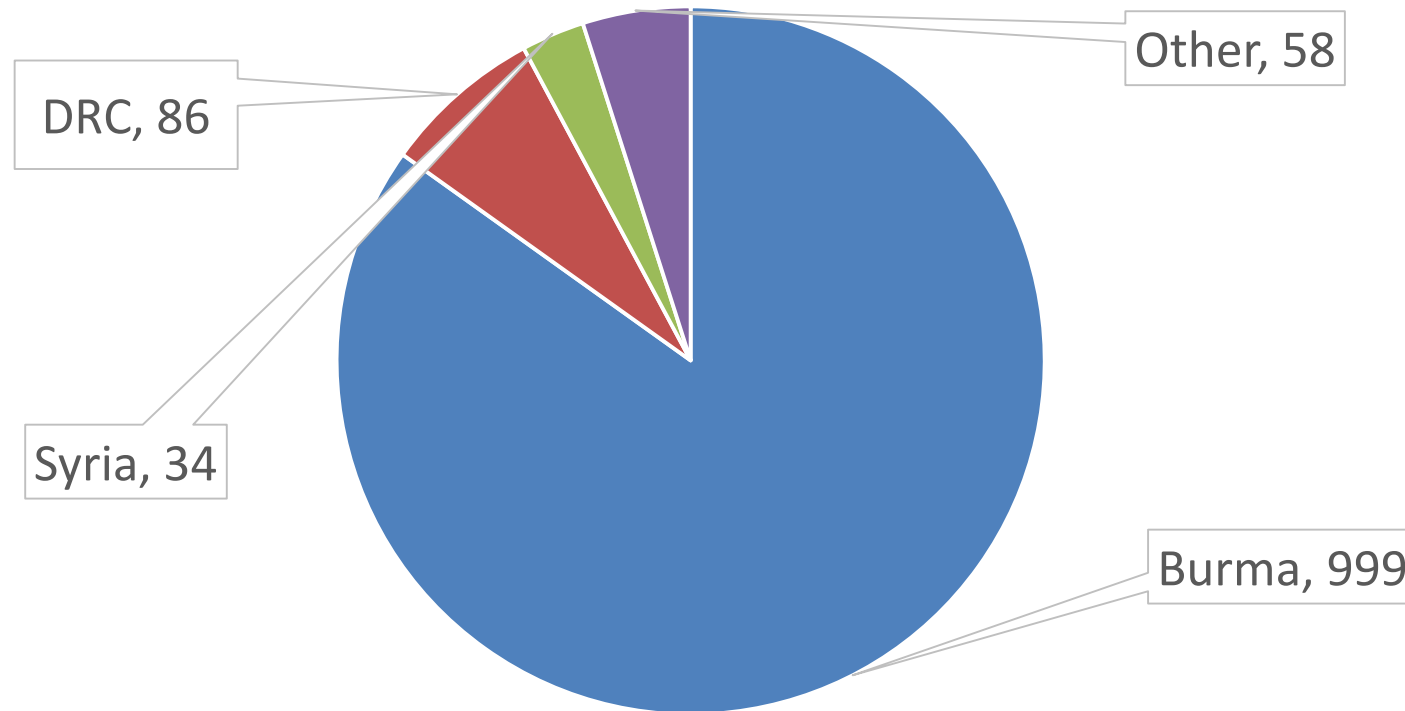
- **Chapel Hill population 5+ years old: 57,402**

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

# 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