

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



Building Integrated Communities (BIC)





BIC Action Plan





PUBLIC TRANSPORTATION



HOUSING



PUBLIC SAFETY & LAW ENFORCEMENT



LEADERSHIP



GOVERNMENT COMMUNICATION



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



Chapel Hill's current situation

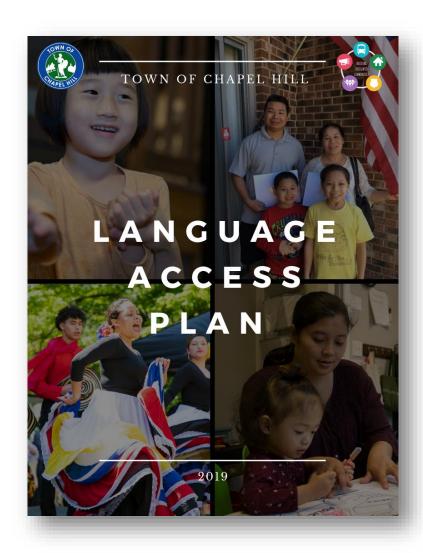
 We most often receive language assistance requests in Burmese, Karen, Mandarin Chinese and Spanish

 Several Town departments receive federal funding

 Varied levels of language access provided across departments



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	 20% of residents speak languages other than English 6% of residents are LEP Most common languages: Spanish, Chinese, Korean, Other Asian languages, and French
Frequency of contact with LEP individuals	 Several departments have frequent contact 35% of public housing residents have a preferred language other than English
Nature & importance of services	 Town provides many vital services
Resources available and costs	Existing resources within FY20 BudgetEvaluation of costs ongoing

Needs Assessment



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

Proposed Language Access Plan 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



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

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

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

What's Next

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



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