

LACP Group Meeting

February 17, 2023 – City Hall 330

LACP February Group Meeting

Jaime Brown, Dave Buskey, Tammy Linn, Natalie Marles, Taylor Morris, Katherine Ramirez Campbell, Sandra Torres

1. Can everyone access their [SharePoint](#)?

Cannot log in – Sandra, Dave

2. Are there any files we want to be added to SharePoint?

Meeting notes, Resource List, Internal timelines/deadlines that includes tasks and to-do items

3. What [resources](#) would be helpful to our team and community?

[Language Access Plan Worksheet](#), Health Resources and Services Administration, U.S. Department of Health and Human Services

[Guide to Developing a Language Access Plan](#), U.S. Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services – 2018

[Professional Services - Language Services, Translation and Interpretation Services](#), General Services Administration

[Professional Services - Language Services, Linguistic Training and Education](#), General Services Administration

[TIPS on Building an Effective Staff Language Service Program](#) - TIPS for recruiting, hiring, assessing, and retaining staff linguists

[Five Steps to Improving Communications with LEP Populations](#), Hablamos Juntos, Robert Wood Johnson Foundation - 2009

4. Are there any items for the [NCAOC ACTIONS](#) section in the 10/25 Memorandum of Agreement or the [10/25 Press Release](#) that we want to highlight?

The bullet points below are revised versions of the actions listed in the 10/25 Memo linked above. These are concepts/ideas that are subject to change:

- Review and revise data collection procedures to ensure that CoC gathers and analyzes telephone, in-person, and video remote interpreter data. This data should consider the number of bilingual staff persons in each department with access to the interpretation service.
- Compile and transmit an inventory of all written materials and web content that may be of use to LEP parties that is not yet translated, and share a translation progress report every six months.

- Ensure all public facing buildings and departments have signage with multilingual request information.
 - Devise and launch an ongoing outreach program aimed at LEP residents and community-based organizations, especially those that serve LEP communities, about the availability of free language services.
 - Devise a process to conduct periodic language access audits around the state and conduct an initial pilot audit of at least five departments.
 - Provide a “refresher” language assistance services training for departments that have access to interpretation services and work directly with the public. Courses are offered twice per year, and within six months for new employees who interact with the public.
 - Send annual notices to City Manager, Assistant City Managers, and Department Heads from the City Manager’s Office to increase awareness of the Standards and Title VI requirements, and compliance with both.
 - Issue guidance that explains the responsibilities and skills of bilingual staff, how to assess language skills when hiring bilingual staff, and how bilingual staff have a different role and language skills than contracted translators and interpreters.
 - Consider deadlines for each/all of the above items.
5. Does anyone have any edits, comments, or questions about the LEP Statement Draft Jaime sent?

“The City of Concord is committed to providing accessibility to persons with Limited English Proficiency (LEP) and to improving and increasing access to City-operated programs and services.

The City of Concord has been accepted into Institute for the Study of the Americas’ Local Government Language Access Collaborative, in partnership with [El Puente Hispano](#), an active non-profit organization dedicated to furthering Hispanics in the area. Through this [program](#), our City-Community team of 7 will learn promising practices, conduct an assessment to gauge current offerings and opportunities, and draft/implement a language access plan.

The team will currently focus on expanding our Spanish language offerings but aim to include other languages through what we learn.

Our progress can be tracked through this webpage and El Puente Hispano’s newsletter, *Conéctate Cabarrus*”

The LEP statement was approved by the group, El Puente’s newsletter was added to the end of the LEP statement.

6. Does the group have any questions they would like to ask before Workshop #1?

None.

7. How far in advance do we want the agenda sent out for review by the group?

Did not discuss.

8. Wrap-up & Next Steps

Continuous List Actionable Goals/Steps:

PHASE 1:

- Create the webpage - When do we want to have a live landing page for the LACP?
 - LEP commitment
 - Infographic (replicated from Chapel Hill)

PHASE 2:

- External outreach moving forward in Spanish
- Considering other languages as needed

PHASE 3

- Internal – looking at recruiting practices & bilingual increase; reviewing bilingual testing*
- How do we consider the BIC program after we complete LACP?

**This topic was put in the parking lot for later discussion*