

NMG FY23-24 Committee Meeting

May 19, 2023 – City Hall 330

LACP May Group Meeting

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

1. Are there any LAP-related accomplishments or wins that members would like to share?

Reminder to share newsletter items with Sandra for the Spanish newsletter Conéctate Cabarrus

Language Access Webpage is live – concordnc.gov/languageaccess

LACP Blog is Live

EL Puente assisted in professional translation services for key documents for Customer Care and Parks & Rec

Parks staff person going through Spanish assessment – 2 in Parks Department

2. Are there any items that stood out from the internal language survey that members would like to discuss?

3. How does the group feel about sharing results? Would we like to share them with leadership, **supervisors**, all city staff, and/or the **public**?

4. Which items do we think are worth sharing with our selected audience?

Definitions – what are the items in the survey that maybe were not clearly understood

What is the story that we have from the survey?

What conversations can be had as coworkers about the survey?

Are low-interaction departments the same groups that are not aware of bilingual testing?

5. What format do we think will be the best way to communicate the survey results we want to highlight? Executive summary, blog, and/or graphic?

All of the above

6. PREWORK – Do we have time today to do the pre-work together?

*Visit your city/county website and try to navigate it in a language other than English.
Come prepared to offer suggestions and ideas about what priority improvements could be made.*

- Move the language translation bar to the top of the page
- Change the image/rephrase the button for finding our your pick up date
- Consider the high-traffic areas that website visitors are going to

- Change graphics within the Planning Department so they can be translated
 - Should we add “get a permit” to the main page
 - Get click-through data on the website to help determine where/how to translate information
 - It was noted that the search bar only worked to find words in English
7. How does El Puente plan to tackle the last pre-work item? Do they need support from the rest of the team?

After reviewing the website yourself, informally talk to 3-5 of your clients/colleagues/family/community leaders to ask about their experiences trying to access the county or city website in a language other than English.

8. Wrap-up & Next Step

Continuous List Actionable Goals/Steps:

Everyone can access share point
 Collaborative Chat in February
 Subpage on Concordnc.gov/languageaccess approved (not live)
 Sarah from Customer Care passed the bilingual test
 There is an updated bilingual policy for internal CoC staff
 Sandra is offering translation services through a grant
 Conéctate Cabarrus has launched
 LEP Commitment approved
 Infographic obtained from Sarah Osmer Viñas Town Chapel Hill

PHASE 1:

- Create the webpage - When do we want to have a live landing page for the LACP?
 - ~~LEP commitment~~
 - ~~Infographic (obtained by 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*