



AUGUST 2023

LANGUAGE ACCESS COLLABORATIVE PROGRAM

**CITY OF CONCORD, NC
EL PUENTE HISPANO**



ABOUT US



The City of Concord team consists of:
Katherine Ramirez, Community Outreach Coordinator
Jaime Brown, DEI Strategist
Dave Buskey, Parks & Rec Supervisor
Taylor Morris, Parks & Rec Project Manager
Tammy Linn, Customer Service Manager



The El Puente Hispano team consists of:
Sandra Torres, President
Natalie Marles, Vice President



PROJECTS

Blog

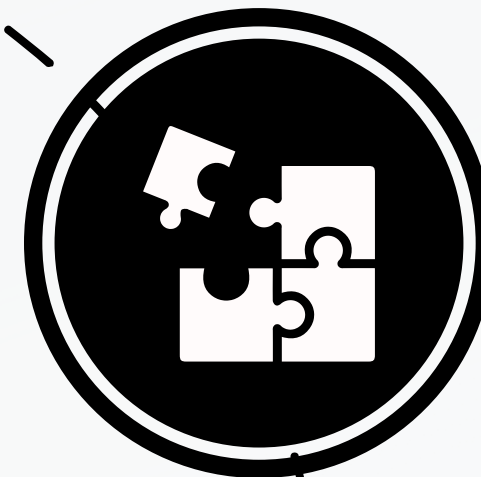
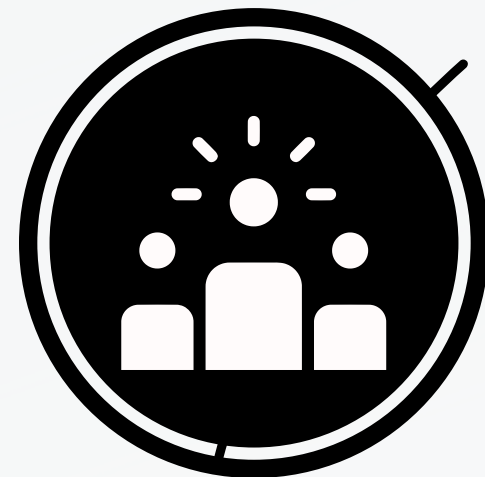
Post #1 – April 2023
Post #2 – August 2023
includes details about
the program, our goals,
and timeline
Addl Info: Relevant Key
Terms

Website

Launched in March 2023
A place to keep all public information
+ [Conéctate Cabarrus](#)

Survey

Issued in May 2023
Every department
participated
Technical Difficulties
Key Insights



SURVEY

Glows



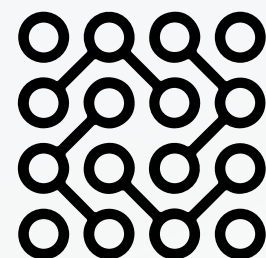
- every department participated
- timely distribution and timely responses
- supported by leadership

- tech issues; respondents getting false completion messages
- colleagues preferred to be broken down by division
- false assumptions about service offerings
- LACP team must provide definitions of key terms

Grows



Insights



- ASL prominent need, especially for Public Safety; hard to determine population due to limited Census data; same community or multiple families?
- popular method of identifying if assistance is needed: assuming limited English
- identified key departments that we can collaborate with on their existing language access practices