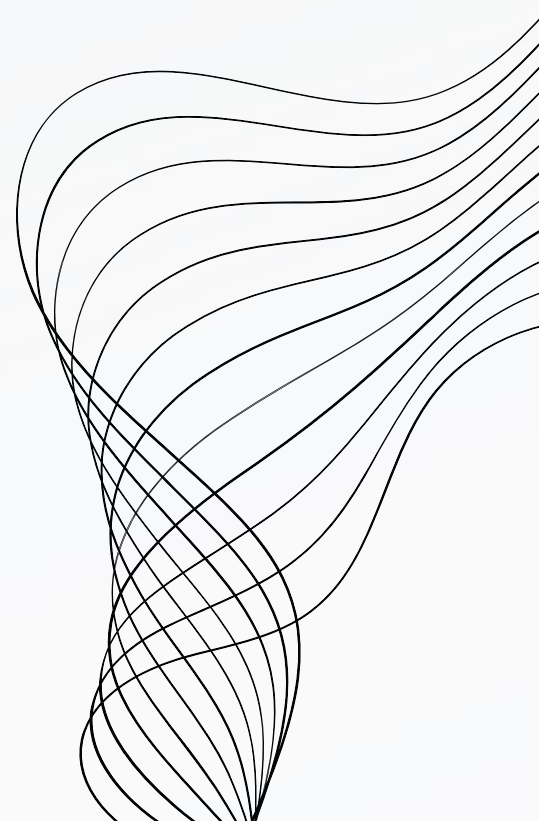
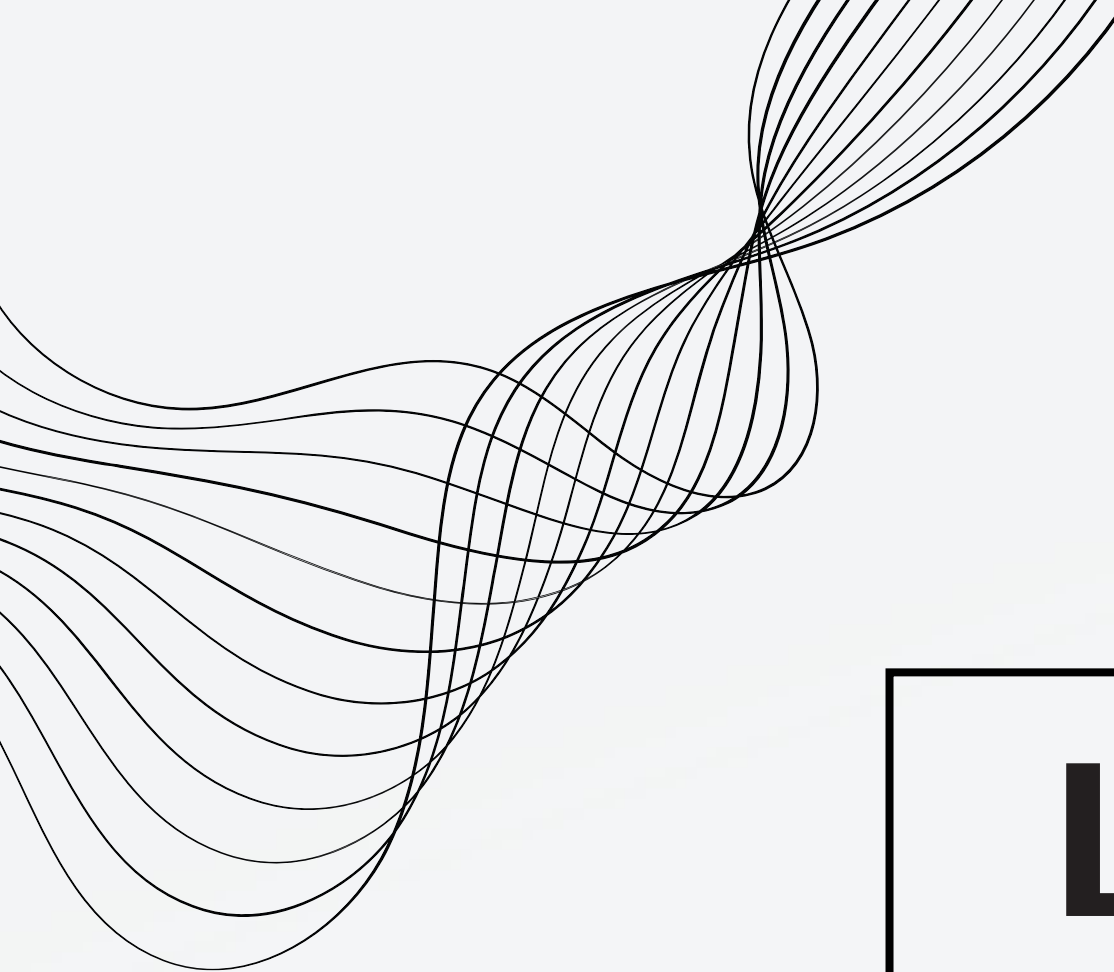




**JANUARY 2024**



# **LANGUAGE ACCESS COLLABORATIVE PROGRAM**

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



# TEAM



The City of Concord team consists of:  
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  
Katherine Ramirez Campbell, Program Coordinator



# WHY LACP?

## *Concord Stats*



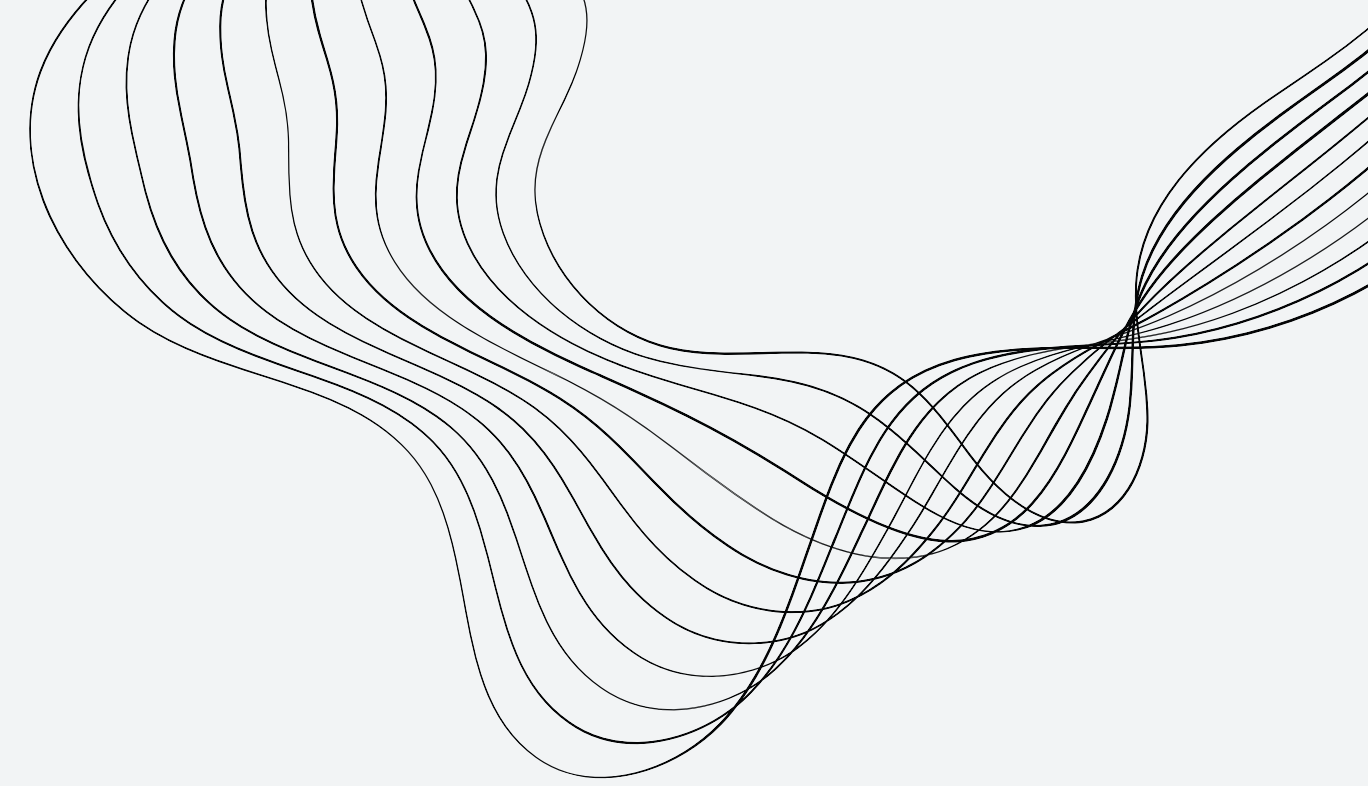
- The City of Concord is growing; 10th largest, 6th fastest-growing city in NC
- In Concord, 50.3% of people born outside of the United States are from Latin America; 31.1% are from Asia.

Spanish  
Hindi  
ASL

## *Strategic Languages*



# ASSESSMENT



## In the Community

**19.3%**

speak a language other than English

**4.6%**

speak English less than “very well”

**10.7%**

speak Spanish at home



## Contact with the City

**82%**

regular encounters with Spanish-speaking customers

**55%**

assume language assistance is needed “if communication appears impaired”



# PROPOSED POLICIES

## POLÍTICAS PROPUESTAS

01

### NOTIFICATION

The City of Concord will notify individuals of their right to language assistance services.

02

### AVISOS

Todas las notificaciones se traducirán a las lenguas estratégicas de la ciudad.

03

### ACCOMMODATIONS

Accommodation request forms will be available in advance of public City events and meetings.

04

### GRATIS

Los servicios de interpretación y traducción serán gratuitos.

# PROPOSED POLICIES

## POLÍTICAS PROPUESTAS

05

06

07

08

### VITAL DOCS

The City will translate vital documents and emergency communications into the City's top identified strategic language, Spanish, by [June 30, 2025].

### PAGO

La Ciudad continuará ofreciendo un incentivo salarial a sus empleados bilingües que cumplan el requisito de servir como intérprete o traductor para la Ciudad.

### TRAINING

The City will provide staff with training on the Language Access Policy, which will include, but not be limited to: the importance of language access, the discrimination complaint process, protocols, etc.

### "LENGUAJE SENCILLO"

La Ciudad hará esfuerzos significativos para comunicarse con el público utilizando un "lenguaje sencillo", es decir, un lenguaje fácil de leer, claro y conciso.

# PROPOSED POLICIES

## POLÍTICAS PROPUESTAS



### EMERGENCY

The City will develop an inclusive emergency response plan.



### SUBTÍTULOS

Todos los vídeos creados por la Ciudad tendrán subtítulos en inglés.



### TITLE VI

Any person who feels they have been wronged by unlawful discriminatory practice under Title VI may file a complaint with the City of Concord by contacting the City of Concord's DEI Strategist.

# PLAN

Identify a list of language service providers.

**PROJECT 1**

Provide each department with tools to track data monthly.

**PROJECT 2**

Develop an internal training for employees.

**PROJECT 3**

Work with partners to inform and engage community.

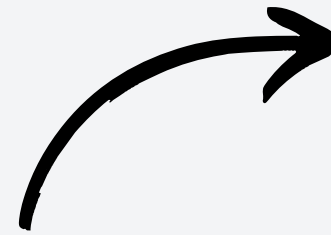
**PROJECT 4**

Identify City events to promote in strategic languages.

**PROJECT 6**

Annually monitor and update the language access plan.

**PROJECT 5**






# NEXT STEPS

Jan 2024 – get Department Head feedback

Feb 2024 – present to Council and request adoption

∞ – work to fully integrate language access and justice into our work



# THANK YOU!

[www.concordnc.gov/languageaccess](http://www.concordnc.gov/languageaccess)