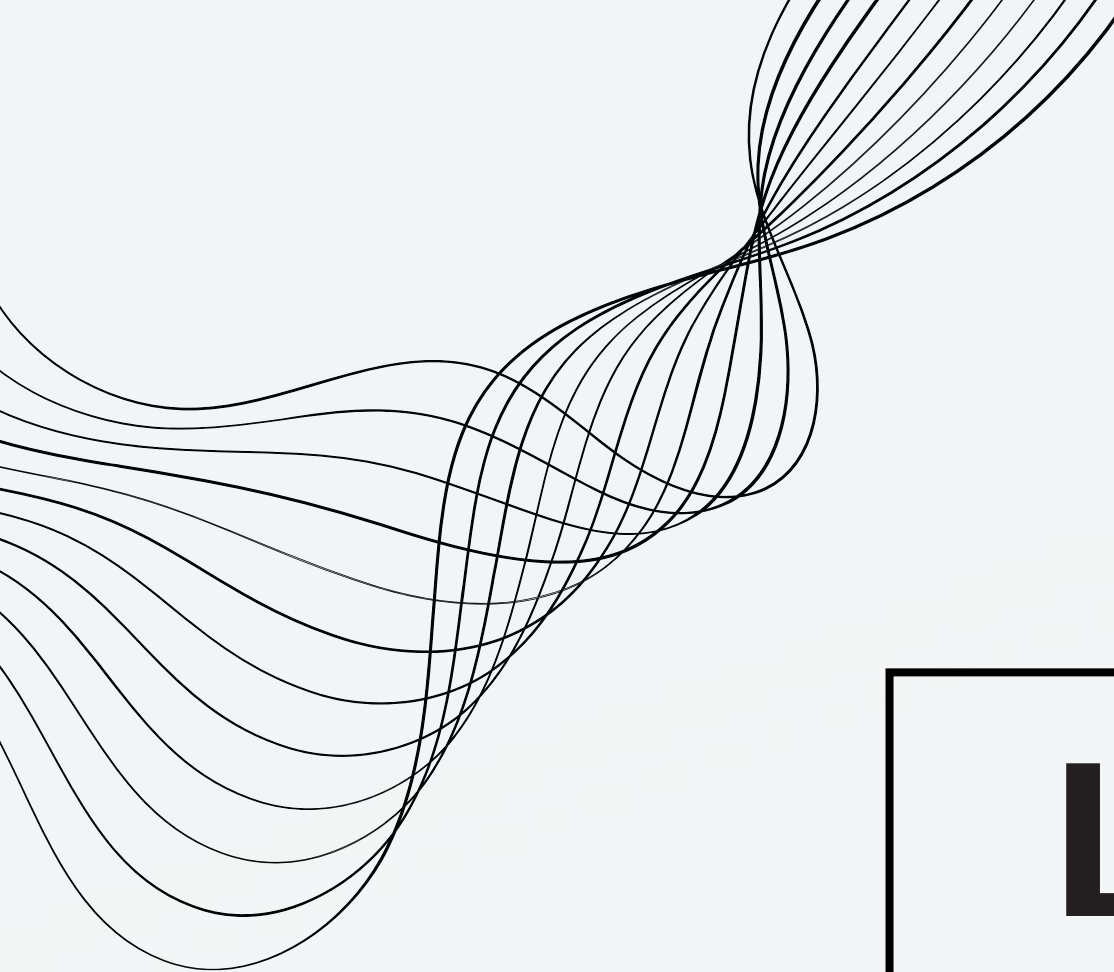




JANUARY 2024



**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?

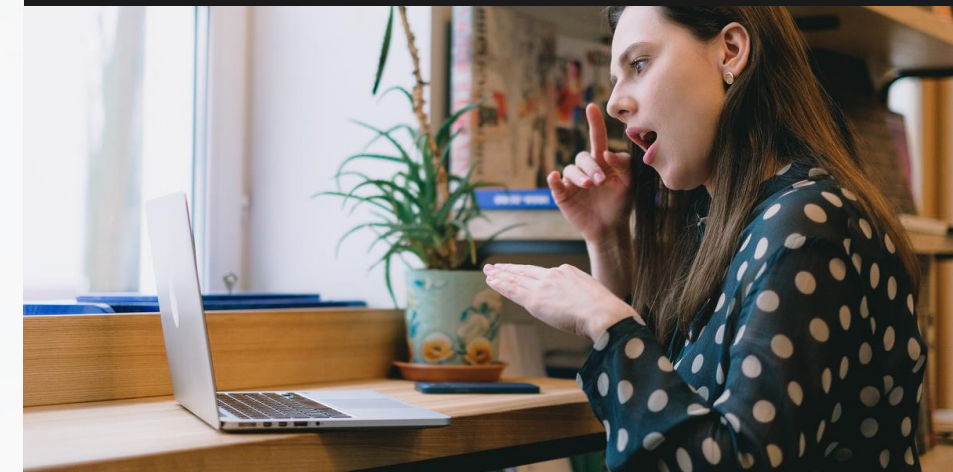
Concord Stats



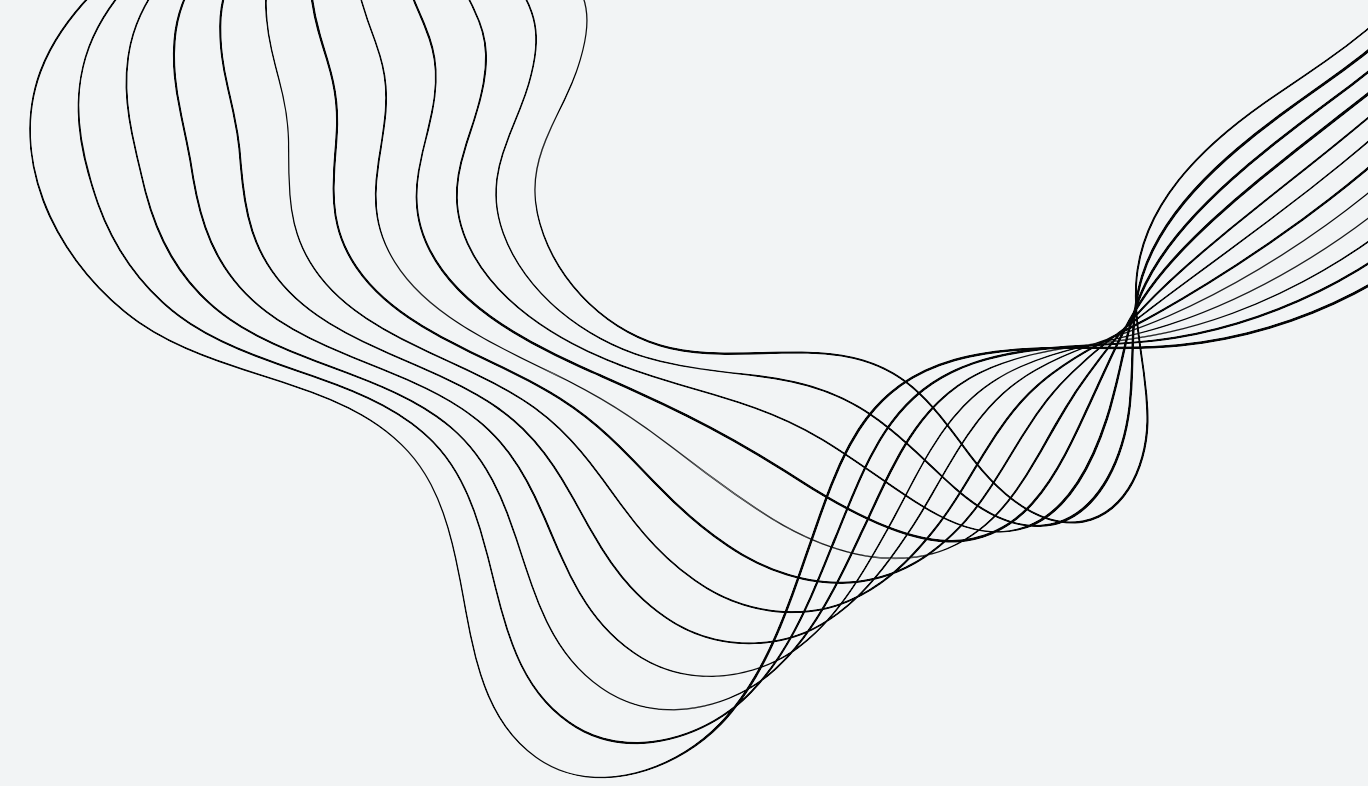
- The City of Concord is growing; 10th largest, 6th fastest-growing city in NC
- In Concord, 50.3% of people born outside of the United States are from Latin America; 31.1% are from Asia.

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



NOTIFICATION

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



AVISOS

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



ACCOMMODATIONS

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



GRATIS

Los servicios de interpretación y traducción serán gratuitos.

PROPOSED POLICIES

POLÍTICAS PROPUESTAS

05

VITAL DOCS

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

06

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.

07

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.

08

"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



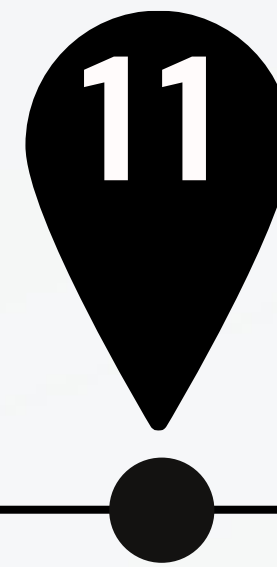
EMERGENCY

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.

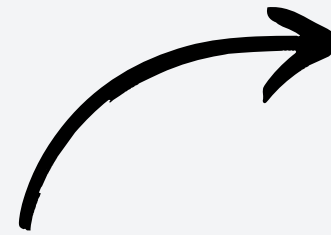
PROJECT 4

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