

Language Access Survey for Departments

The City of Concord and [El Puente Hispano](#), an active non-profit organization dedicated to furthering the Hispanic/Latino population in the area, have been accepted into UNC Chapel Hill's Institute for the Study of the Americas' Local Government [Language Access Collaborative](#). 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 comprehensive language access plan for all city departments.

The Language Access Team for the City of Concord requests your help in gathering information about how your department currently communicates with community members who speak languages other than English. Over the next year, our team will be planning and creating recommended policies, procedures, and resources. There will be additional opportunities for input and comments throughout the process. We hope to provide more linguistically accessible ways to connect with all City of Concord residents.

Thank you for filling out the 3-5 minute survey. For questions, please contact Katherine Ramirez at ramirez@concordnc.gov.

To learn more about the Language Access Collaborative team, visit our page at concordnc.gov/languageaccess.

* Which Department do you work for?

Aviation
Buildings & Grounds
City Manager's Office
Communications
Electric Systems
Engineering
Finance
Fleet Services
Fire
Housing
Human Resources
Legal
Parks & Recreation
Planning & Neighborhood Development
Police
Solid Waste Services
Transit
Transportation
Water Resources

* How does your department identify individuals who need language assistance services?

Select all that apply

Assume limited English proficiency if communication seems impaired

Self-identification/ request by the non-English speaker

Ask open-ended questions to determine language proficiency on the telephone or in-person

Use of language identification cards or posters

Other

* Does your department have a process to collect data on the *frequency* of interactions with individuals speaking languages other than English in your service area?

Yes

No

I don't know

* Does your department have a process to collect data on the number of *languages* other than English spoken by individuals in your service area?

Yes

No

I don't know

* Does your department have a process to collect data on the number of *people* who speak languages other than English in your service area?

Yes

No

I don't know

* Based on your staff's interactions, which is the *most* frequently encountered non-English language by your department?

My department's staff does not interact with non-English languages

Spanish

Chinese

Arabic

Vietnamese

Hindi

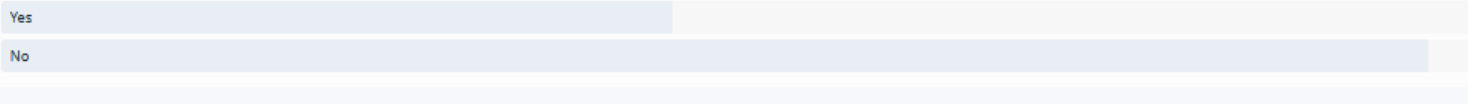
American Sign Language (ASL)

Other

* How frequently do encounters with the language you selected occur?



* To your knowledge, are there any more languages your department interacts with?



* Which other languages do staff in your department encounter?

Please select all that apply



* How does your department interact with the public and individuals who prefer languages other than English?

Select all that apply



* Approximately, how often does your department offer language access services to individuals who prefer languages other than English?

Daily

Weekly

Once a month or less

Rarely or never

I don't know

* Does your department currently have any of the following?

Select all that apply

A language access coordinator who arranges interpretation/translation

Funds dedicated to language assistance

A way to track language services costs

A written language access plan and/or policy

A way to assess the preferred languages of your clients/customers

A data collection method to record the preferred languages of your clients/customers

A process for identifying vital documents and ensuring their translation into non-English languages of the communities in your service area

Translated signs or posters announcing the availability of language assistance services

A mechanism to get language access feedback from communities in the City of Concord who speak languages other than English

Staff training on how to interact with community members who speak languages other than English through language assistance services

A procedure to assess the language proficiency of staff who say they are fluent in a language other than English

Currently we do not have any of these things in place

Does your department have community resources, agencies, or partners that help communicate with individuals in their community languages?

For example, El Puente Hispano

Yes

No

I don't know

* Does your department receive any type of federal funding?

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance

Yes

No

I don't know

If you selected yes, what is the source of your department's federal funding?

