LANGUAGE ACCESS PLAN

"building language bridges for stronger community connections

Morrisville
Live connected. Live well.

In Morrisville, we *embrace* our cultural diversity.

Language access is an *essential* step in our journey.

TABLE OF CONTENTS

INTRODUCTION: EMBRACING DIVERSITY AND INCLUSION

Since 2000, Morrisville's population has ballooned from 5,000 to over an estimated 32,000 residents as of July 2022[1]. The Town's demographics include approximately 46% Asian, 35% White, 10% African American, and 9% other and two or more races. Asian Indian is the Town's largest group in the Asian category representing approximately 36% of the Town's total population in 2020, a considerable increase from 20% in 2010. Over 41% of the population speak languages other than English and at least 9% speak English less than very well[2]. With these unique characteristics, the Town is fully committed to adopting language access goals and objectives as an essential step in our journey to fostering an inclusive environment through effective communication with our entire community.

The Town maintains a focus on cultural awareness and celebrating the cultural diversity of our community. Recognizing the need for the expansion of cultural programming, primarily through our Parks, Recreation and Cultural Resources Department, in FY 2022, the Town created a position devoted to the development of a broad array of cultural programs. Examples of cultural celebrations organized by the Town include Diwali, the Indian festival of lights; Holi, the Indian festival of colors; July 3rd Family Fun Festival, the Town's celebration of the independence of the U.S.; Juneteenth, a commemoration of the end of slavery in the U.S.; and an International Festival that celebrates the Town's diversity with representation from many cultures in food, music, dance, and other activities.

Other steps to ensure inclusivity have been taken. While conducting the National Citizen Survey the Town mailed postcards to residents, in English and Hindi, to alert them of the opportunity to participate. The Town produced a video in Hindi to explain the bond referendum process that was included for vote in the ballots for the November 2021 election cycle. The importance of voting for their elected representatives and weighing in on considering support for bonds that would impact their property tax rate were the predominant themes of the video. During the outreach campaign for the FY 2024 budget, informational videos about the budget process were created (in English) and included a Hindi translation. Additionally, Hindi messaging has also been added to some Town signage, including the sign placed at the new disc golf course.

To be more inclusive in recognizing the native languages spoken and read by many Morrisville business owners, the 2023 Morrisville Restaurant Week participant survey was issued in English and Hindi, and a survey to recipients of professional service grants was issued in English, Hindi, and Vietnamese.

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[1] NC Office of State Budget and Management (OSBM) State Demographer
[2] U.S. Census Bureau 2020 Decennial Census and 2017-2021 American Community Survey 5-Year Estimates

Why Does Morrisville Need Language Access?

The Town of Morrisville's Language Access Plan (LAP) serves as an action-oriented implementation plan to ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7) [3], which imposes legal obligations on the Town to take reasonable steps to ensure meaningful language access to community members seeking and using government services. Under "Executive Order No. 13166[4]....recipients of federal financial assistance are required to provide meaningful access to their applicants and beneficiaries with "limited English proficiency" (LEP). The latter provision is in accordance with the requirements of Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7), which prohibits recipients of federal financial assistance, including a local government and its departments, from discriminating on the basis of national origin." Therefore, persons who, because of national origin, speak languages other than English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI to receive a particular service, benefit, or encounter.

Providing language access in Morrisville is more than a federal mandate. It is important to the Town because we are committed to inclusivity and to building stronger community connections in as many ways as possible to expand effective engagement with those who live, work, play, and learn in our community. The Town's motto "Live Connected Live Well" embraces this core ideal. The Oxford Dictionary defines "connected" as "brought together, associated or related in some respect." In a Town of over 32,000 people, including 46% Asian residents (36% Asian Indian), Town staff recognized there was work to be done to ensure that not only could it connect to the surrounding community, but also so the community could feel connected to staff and those providing services. The connection gap became even more prevalent when the Town launched its Morrisville Means Business small business pilot program in fall 2022 and was challenged to reach business owners with LEP. At its core, the first way we learn to connect as human beings is through the use of language, and when everyone doesn't speak the same language, opportunities are too easily missed or misinterpreted.

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[3] [Title VI of the Civil Rights Act of 1964 – Civil Rights Division, U.S. Department of Justice](#)
[4] [Executive Order 13166 – Civil Rights Division, U.S. Department of Justice](#)

Morrisville utilizes a collaborative process whereby both Town staff and community members participate in providing valuable input in both the development and subsequent reviews of its Strategic Plan – Connect Morrisville[5]. Within the plan approved by Town Council in July 2021, three of six goals contain Initiatives (action-oriented elements) that reinforce and support the development of an LAP to further collaborate and connect with members of the community who may have LEP:

Goal 3 – Engaged, inclusive community	Goal 5 – Operational excellence	Goal 6 – Economic prosperity
Promote the ideals of equality and equity amongst Morrisville community and staff	*Embrace diversity and inclusion amongst employees and increase organizational awareness*	*Work collaboratively with and promote small businesses, identifying resources and opportunities for growth*
Raise awareness, educate staff and the community on diverse cultural needs		
Identify and develop partnerships that represent diverse groups and other cultural events		

The Town of Morrisville has developed this LAP in accordance with the United States Department of Justice's Language Access Assessment and Planning (LAAP) Tool for federally conducted and federally assisted programs. Policy directives have been included to ensure meaningful access to programs and activities by LEP persons, as well as to provide better and more widespread communication with the members of the Morrisville community.

The primary purpose of this LAP is to serve as a commitment on the part of the Town of Morrisville to effectively communicate with our entire community and to provide a foundation for a uniform and town-wide policy to provide meaningful access to serve persons who are LEP. The Town understands the vital responsibility of effective communications with all residents to ensure thoughtful consideration within our policy development that guides our good work for the entire community.


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[5] Connect Morrisville Strategic Plan

BACKGROUND

The Town was accepted by UNC-Chapel Hill's Institute for the Study of the Americas to be one of nine teams participating in the 2023 Local Government Language Access Collaborative. Morrisville's Language Access Team of seven consists of five Morrisville employees: Retired Town Manager Martha Paige, Town Manager Brandon Zuidema, Deputy Town Manager Giselle Rodriguez, Director of Management Services Jeanne Hooks, and Communications and Outreach Director Wil Glenn; and two members from the community partner agency, Hindi Vikas Mandal (HVM) Hindi Pathshala, which functions as a part of the Hindu Society of North Carolina (HSNC): Program Coordinators Arundhati Baba and Sushma Maheshwari. Together we discussed inclusive practices and policies related to language access, conducted assessments, learned from immigrant leaders and language access practitioners, and created this language access plan to expand communication with residents in community languages.
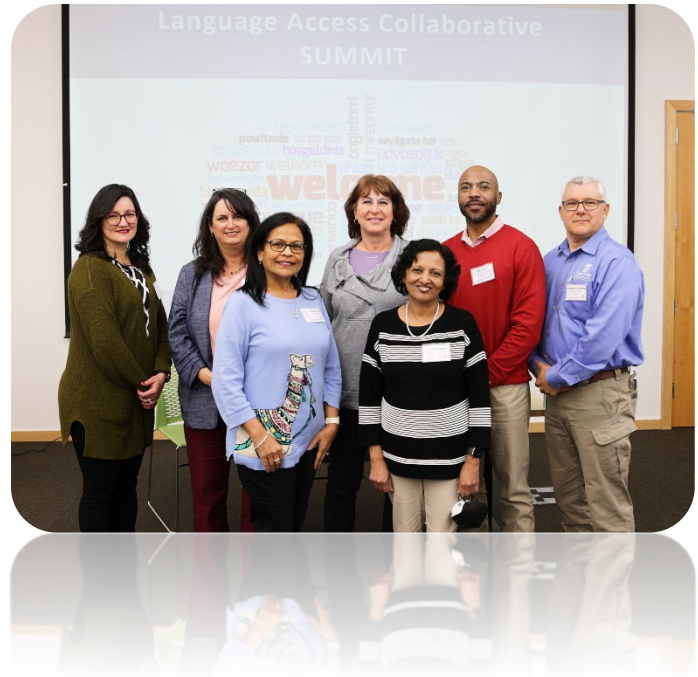
The Town's application for the collaborative program was supported by Morrisville Town Council, HVM Hindi Pathshala, and the HSNC.

The Language Access Collaborative built relationships between local governments and community partners, who came together as a team to design a language access plan for their respective city, town, or county.

Monthly activities began in January 2023 and continued through January 2024. The program featured eight virtual workshops, six collaborative chats, and two in-person events in Chapel Hill. The plan was completed gradually through the course of the year and following the guidance provided in the workshops. Following the completion of the course, the local government teams are eligible for funding to assist with the implementation of their language access plans. The initial budget included in Appendix D was developed to determine how the funding will be utilized.

DEFINITIONS[6]

- *Bilingual/Multilingual staff:* A person who is fluent in two or more languages. Someone who is bilingual may be able to perform their own job in more than one language, but they may not be trained or qualified to interpret or translate.
- *Interpretation:* The process of adapting oral speech from one language to another, either simultaneously or delayed (consecutive), without loss or change in meaning. An interpreter must be competent and have knowledge in both languages of the relevant terms or concepts particular to the program or activity and the dialect and terminology used by the individual who is LEP. Interpreter competency requires more than self-identification as bilingual. Agencies should avoid using family members, children, friends, and untrained volunteers as interpreters.
- *Language Access:* providing individuals with Limited English Proficiency (LEP) reasonable and meaningful access to the same services as individuals who speak English. It also refers to the laws and policies that guarantee people access to written, verbal, or visual materials or services in their preferred language.
- *Language Justice:* a framework that respects every individual's fundamental language rights—to be able to communicate, understand, and be understood in the language in which they prefer and feel most articulate and powerful. It challenges the idea that English is the dominant language and highlights historical and current power dynamics. It questions the notion that not speaking English is a deficiency and honors that speaking all languages is an important part of a community's power.
- *Limited English Proficiency (LEP):* describes persons with limited ability to communicate (e.g., speak, read, write, or understand) effectively in English. According to the U.S. Census Bureau classification, an individual with LEP is anyone above the age of 5 who reported speaking English less than "very well." The Bureau's classifications are "very well", "well", "not well", and "not at all."
- *Meaningful Access:* Ability to use resources without significant restriction from language barriers[7].
- *Qualified Interpreter/Translator:* "An individual who has been assessed for professional skills, demonstrates a high level of proficiency in at least two languages, and has the appropriate training and experience to interpret with skill and accuracy while adhering to the National Code of Ethics and Standards of Practice."[8] This is different than a certified interpreter or translator, who has taken additional steps to meet the requirements and pass the exams of a certifying body for their specific profession (e.g. Certified Medical Interpreter or Certified Court Interpreter).
- *Strategic Language:* non-English languages spoken by substantial populations with persons who are LEP (i.e., speak English "less than very well" based on U.S. Census data and other community data sources.)
- *Title VI of the 1964 Civil Rights Act (42 U.S.C. Sec. 2000d – 2000d7):* Prohibits discrimination based on race, color, or national origin by entities that receive federal

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[6] See Language Access Collaborative *Vocabulary and Key Concepts* document for full citation information: https://migration.unc.edu/language-access-collaborative/
[7] Town of Chapel Hill Language Access Plan
[8] The National Council on Interpreting in Health Care - A National Code of Ethics for Interpreters in Health Care

financial assistance. A person may not be discriminated against because they are not proficient in the English language due to their national origin.
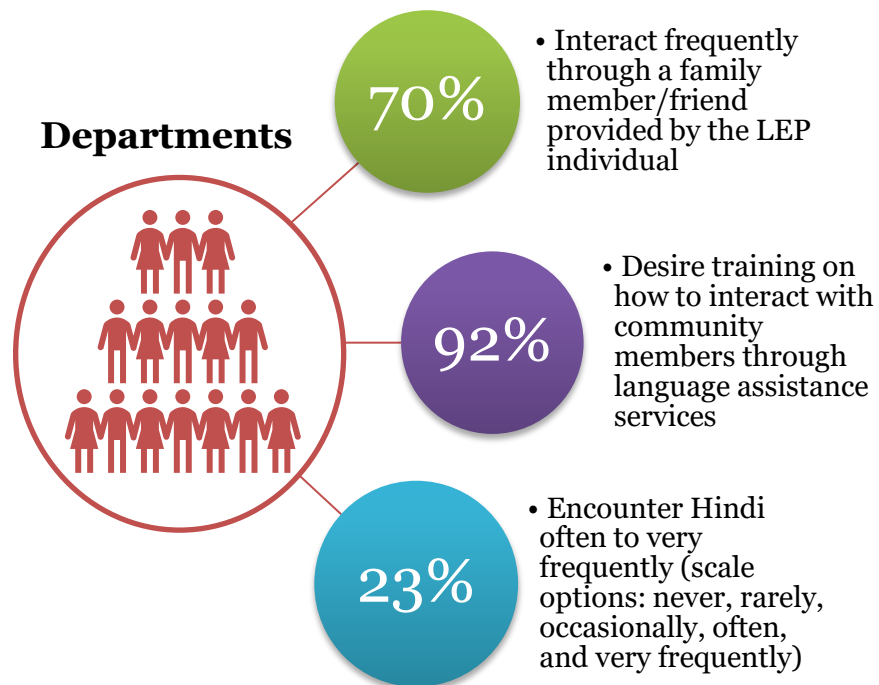
- *Translation:* The process of adapting written text from one language to other language(s), with consistent and accurate meanings. A finished document should read as if it has originally been written in the target language for the target audience. Agencies may need to identify and translate vital documents to ensure individuals with LEP have meaningful access to important documents.

- *Vital Document:* A document that is necessary for residents to use Town services, to access critical Town information, and/or is required by law. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. These can include but are not limited to:
  - Documents that must be provided by law
  - Consent forms
  - Complaint/feedback forms
  - Eligibility criteria for programs and services
  - Applications for programs and services
  - Release or waiver forms
  - Notices of rights, requirements, responsibilities, denial, loss, or decreases in program benefits or services, the right to appeal such actions, or that require a response from the beneficiary
  - Notices of free language services
  - Notices of hearings, depositions, investigations, or litigation-related deadlines
  - Forms that require a response from the resident/user of Town services
  - Leases, tenant rules, and eviction notices
  - Conditions of settlement or resolution agreements
  - Emergency, fire, and public safety information

ASSESSMENT: WHERE ARE WE?

Language Access is important to the Town of Morrisville for many reasons. The primary motivation is to foster effective communication with the entire community by creating language bridges to ensure that no segment of our population is at a disadvantage to timely and accurate information from the Town. Beyond general information and communication, equally as significant is our commitment to customer service during direct interactions with our residents, business owners and visitors, and how understanding their needs can enrich quality relationships that bring a community closer together.

Departmental Assessment

To identify the language needs in the community, the Town developed and conducted a survey to gather information about how our departments communicate with community members who speak languages other than English. All services provided by the departments, including services in the office and in the field, were considered. All 13 Town departments completed the survey, remained engaged during the development of this plan, and are excited to implement the plan in their daily work.

Departments

70%
- Interact frequently through a family member/friend provided by the LEP individual

92%
- Desire training on how to interact with community members through language assistance services

23%
- Encounter Hindi often to very frequently (scale options: never, rarely, occasionally, often, and very frequently)

Key Takeaways:

- Key services that staff associated with interactions with LEP individuals: solid waste collection, special events, small business program, public safety, Parks, Recreation and Cultural programs and services.
- Opportunities:
  - Resources highly ranked as beneficial when interacting with community members who speak languages other than English include:
    1. Translation App
    2. Situational training to be better prepared
    3. On-call designated Interpreter, staff member(s) or community partner that can quickly assist
    4. Translated quick reference cards, including simple phrases
    5. Translation services for printed or digital materials
  - Suggestions to enhance communication with our community members who speak languages other than English
    1. Increase understanding and awareness of the Indian culture
    2. Town newsletter and outreach materials in multiple languages
    3. Optional language or cultural educational sessions for staff
    4. Share Town efforts to bridge language gaps
    5. Reference cards or key phrases
    6. Orientation videos for programs in other languages
- Challenges:
  - Current tools provided to staff were initially a barrier to small business outreach efforts until those tools were modified based on the recommendation of an advisory committee member of Indian background.
    - For example, providing WhatsApp access and text messaging on Town phones to the Small Business Program Specialist resulted in a 50% increase in responses received from businesses, over email and phone outreach. WhatsApp could be considered for more effective communication with our Indian community. Staff has consistently seen positive results communicating with HSNC, Bochasanwasi Shri Akshar Purushottam Swaminarayan Sanstha (BAPS), and several businesses after reaching out to them on WhatsApp (vs. phone calls and emails). Offering individuals, the option to text a staff person could also open new lines of communication. This feature can be clearly displayed on their contact information (email signature, contact page, business card, etc.).

The full survey, results, and report can be found in Appendix A and B.

Stakeholder Engagement

The Town assembled a strong team to support the development of this plan- all members of our senior management team and our Communications and Outreach Director - are part of the team. This group, which oversees all departments and functional areas of the Town, will be able to integrate the actions identified into every facet of our operations. Their direct involvement demonstrates the Town's level of support for this program. We are joined by a strong community partner - HSNC, who provides the HVM Hindi Pathshala Program to Hindi youth to maintain native language knowledge and experience. HSNC is proud to call Morrisville home, and their membership is regularly and actively engaged in and supports the Town through events and activities that bring the organizations together.

HVM was founded in 1991 as a nonprofit (501-C) organization to promote Indian Culture and Hindi language among students of all ages. Apart from four cultural events, HVM organizes the following Hindi classes held at the Learning Center at Hindu Society of North Carolina in Morrisville, North Carolina: Novice 1, Novice 2, Intermediate & Advanced. These classes are held every Saturday and taught by highly qualified teachers. These teachers volunteer their time for imparting instructions for the love of language learning. Currently, there are about 100 students enrolled.

Students and teachers prepare throughout the week to get ready for the classes. Students are taught to read and write the language. They also learn how to communicate effectively in Hindi. Teachers employ audio-visual and other means to impart instructions. Besides classroom learning, students and teachers also take field trips and participate in cultural activities to communicate in the Hindi language.

Over the years the population in our region has grown more diverse. More and more people are interested in learning cross-cultural values and languages. HVM aims to further that interest. Participation in this effort with the Town is a great way to further language access for all and expand the existing collaborative partnership.

HVM's consistent commitment to the development of this plan has provided unique insights that provided a clear understanding of the needs of our community and influenced the identification of our roadmap. They participated in every meeting and workshop held. Once a month we met as a team during lunch to spend time together, get to know each other better and share ideas to be incorporated. HVM also assisted the Town with translating documents into Hindi.

The partnership with HVM has been a rewarding opportunity that has established a strong foundation for a long-term relationship with HVM; a learning experience that will serve the Town well as additional community partners are identified to assist with other languages and cultures.

The following interview was conducted with HVM to support these efforts and as an example of their contributions to this plan.

1. What steps can be taken to improve connection with the Hindi-speaking community in Morrisville?

Social media can play a great role in connecting people. Content can be created proactively with the intent of promoting the community. Weekly posts, event videos, and graphics can be helpful. These actions will show appreciation, increase the sense of belonging, and make individuals feel valued. An engaged community can have a significant impact. Positive group engagement can improve the general livelihood and preserve strong relationships between the community and the Town.

2. How important is this plan to the Hindi-speaking community?

Putting a process in place is important. A framework that encourages them to participate and make connections is key. For example, a new resident/member receives a welcome packet in Hindi explaining community guidelines and resources and instantly feels valued and welcomed. The same applies to other languages present in the community.

3. What actions should be considered to ensure that the Hindi-speaking community feels valued?

Communities rely on trust and connection. Ensuring everyone feels a sense of belonging really helps strengthen the community. Encouraging communication and fostering relationships between the community and the Town to share common values, clear vision, and expectations will be productive and sustainable.

4. In your opinion, how does the Town foster a welcoming and inclusive community? What other efforts should be considered?

The Town Council has two Council members of Asian Indian descent and embraces and celebrates the many facets of our Asian Indian community. The Town has made a great effort to recognize the diversity of the community by celebrating cultural events like Holi, Diwali, and the International Festival, and increasingly supporting cricket by regularly hosting cricket matches. Each event has been greatly received by the community with growing interest every time it's held bringing our residents and visitors together. Effective language access will only enhance our efforts to continue to be recognized as the most welcoming and inclusive town in North Carolina. Additional efforts can be taken to inform the Hindi-speaking community of opportunities such as brainstorming sessions, community surveys, project updates, safety messages, etc. to allow everyone to provide input and suggestions and together devise an approach that allows positive achievement of community goals.

Language Data Collection

Evaluating available data was an important component of this plan as a tool to identify potential language needs in our community. Data sources include the U.S Census Bureau's American Community Survey, foreign born and migration data, and internal data on languages encountered/served identified as part of the departmental survey.

Strategic Languages & Service Identification

The U. S. Department of Justice provides guidance for the identification of strategic languages to ensure meaningful access to programs and activities by LEP persons. A fact-dependent tool called the four-factor analysis is recommended as a balanced approach to assessing language needs and deciding what reasonable steps should be taken to ensure that meaningful access is provided to critical services[9]. The Town will utilize these results to prioritize actions to be taken to position liaisons in departments that offer critical services, to translate vital documents, and to provide training to staff, for example.

Four-factor Analysis:
1. Number or proportion of persons with LEP served or encountered in the eligible service populations.
   a. LEP residents are those who reported speaking English less than "very well" in the U.S Census Bureau's American Community Survey
      i. **9% of Morrisville residents are defined as LEP individuals**.

Languages	Population Estimate	Percentage
Total Population	26,656	--
Speak only English	15,598	58.5%
Speak languages other than English	11,058	41.5%
Speak English less than "very well" (LEP)	2,427	9.1%

Source: ACS 2021 (5 yr estimates), Table ID S1601

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[9] Department of Justice - Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons
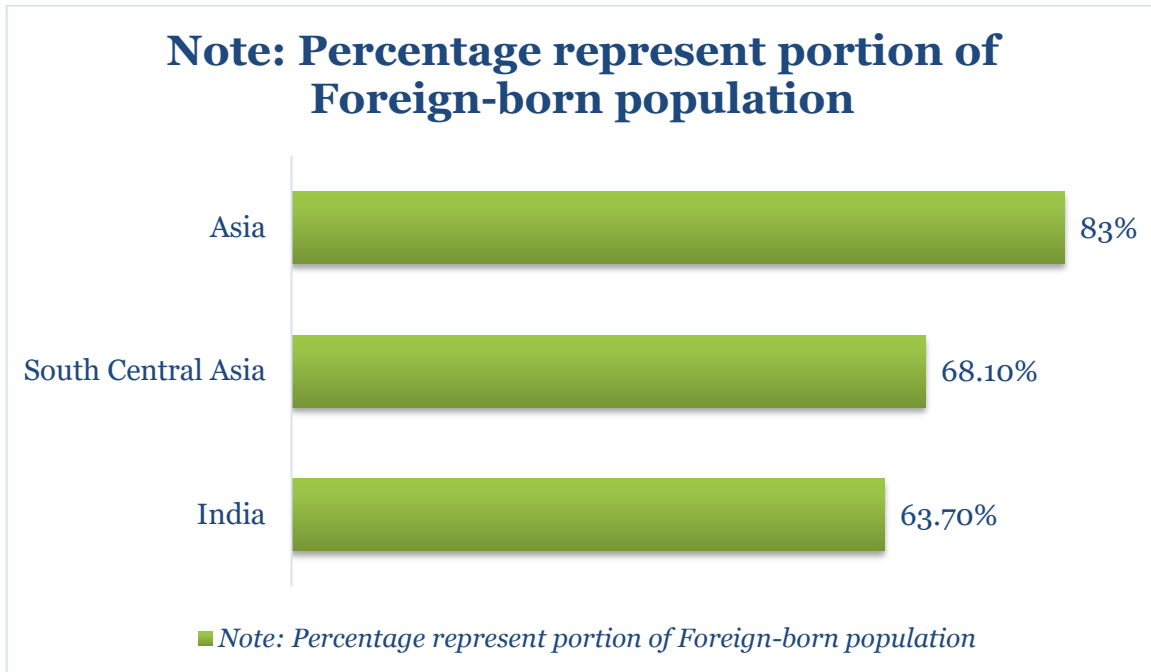
ii. According to the 2021 American Community Survey (ACS), residents that speak **Asian and Pacific Islander (1,386)**, and **Indo-European languages (900)** make up Morrisville's largest LEP groups

Language and English-speaking ability	Population Estimate	Percentage of language spoken
Speak Spanish	529	2%
Speak English "very well"	467	88.3%
Speak English less than "very well" (LEP)	62	11.7%
Speak other Indo-European languages (including French, Haitian, Gujarati, Italian, Portuguese, German, Russian, Hindi, Nepali, Telugu)	5,072	19%
Speak English "very well"	4,172	82.3%
Speak English less than "very well" (LEP)	900	17.7%
Speak Asian and Pacific Islander languages (including Chinese, Vietnamese, Japanese, Korean, Burmese, Tagalog, Karen)	4,785	18%
Speak English "very well"	3,399	71%
Speak English less than "very well" (LEP)	1,386	29%
Speak other languages	672	2.5%
Speak English "very well"	593	88.2%
Speak English less than "very well" (LEP)	79	11.8%

Source: ACS 2021 (5 yr estimates), Table ID S1601

iii. According to data from the eight different census tracts that comprise Morrisville, the Foreign-Born Population is 14,715 with **the majority, 63.7%, with India as their place of birth..**

Note: Percentage represent portion of Foreign-born population

Asia	83%
South Central Asia	68.10%
India	63.70%

■ *Note: Percentage represent portion of Foreign-born population*

(Source: Social Explorer - ACS 2021 (Five-Year Estimates) Tables A07001

2. The frequency with which individuals with LEP come in contact with Morrisville's programs, activities, or services.
   a. All 13 departments in Morrisville completed a survey about how the department communicates with community members who speak languages other than English.
      i. Based on staff's interactions, the most frequently encountered non-English languages by department and frequency are: (Tables and results are references from the survey conducted with Town Departments. For full survey and report see Appendix A and B.)

ID	Name	Responses			
		Hindi	Chinese	Spanish	Other
1	Finance	Rarely	Rarely	Rarely	Never
2	Inspections	Very Frequently	Occasionally	Very Frequently	Occasionally
3	Human Resources	Occasionally	Rarely	Rarely	Rarely
4	Public Works	Occasionally	Occasionally	Occasionally	Occasionally
5	Communications & Outreach	Rarely	Never	Never	Never
6	Engineering/Stormwater	Occasionally	Rarely	Occasionally	Never
7	Police	Often	Occasionally	Often	Rarely
8	IT	Rarely	Rarely	Rarely	Never
9	Planning	Occasionally	Rarely	Occasionally	Rarely
10	Budget	Rarely	Never	Rarely	Never
11	Fire	Occasionally	Occasionally	Occasionally	Occasionally
12	Administration	Occasionally	Never	Rarely	Never
13	Parks & Recreation	Often	Often	Occasionally	Occasionally
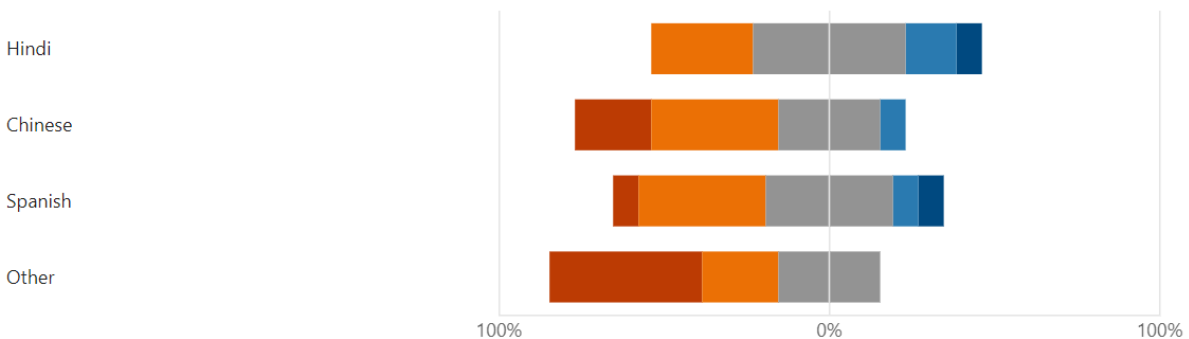
1. Three of the departments encountered **Hindi** often to very frequently, six other departments had occasional interactions.
2. One of the departments encountered **Chinese** often to very frequently, four other departments had occasional interactions.
3. Two of the departments encountered **Spanish** often to very frequently, five other departments had occasional interactions.
4. The small business program encountered **Vietnamese** often when connecting with business owners during the implementation of the small business pilot program.

3. The nature and importance of the program, activity, or service.
   a. Many of the services offered by the Town are important to our residents and increasing access to the information is crucial to have highly effective participation. Departments indicated that some of these key services associated with interactions with LEP individuals include solid waste collection, special events, small business program, public safety, and Parks, Recreation and Cultural programs and services.

4. The resources available to the recipient and costs.
   a. Occasionally the Town has translated key messages and documents to Hindi to include important budget engagement processes, press releases, special events, and others. In addition, staff members have assisted with interpretation when services were needed urgently and utilized the interpretation services through the 9-1-1 center when dealing with public safety situations.
   b. The town will be evaluating vital documents identified by the departments as outlined in the action plan to make them accessible in strategic languages other than English.
   c. With the participation in the Collaborative an inaugural budget of $25,000 has been awarded (See Appendix D) to fund the initial steps of the Town's program. To support the continuous momentum a sustainable source of funding must be identified with periodic evaluation of funding allocations and needs.

Safe Harbor

Another source of guidance from the Department of Justice regarding strategic languages is the Safe Harbor guideline, which includes the following parameters:
1. 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.
2. If there are fewer than 50 people in a language group that meets the 5% trigger above, the recipient instead can provide translated written notice of the right to receive competent oral interpretation of vital documents, free of cost.

In Morrisville, 19% or 5,072 speak Indo-European languages with 3.4% or 900 of these speaking English less than "very well"; and 18% or 4,785 speaking Asian and Pacific Islander languages with 5.2% or 1,386 of these speaking English less than "very well."

Strategic languages

As mentioned above, the identification of strategic languages for the Town influences the prioritization of actions to ensure that meaningful access is provided to LEP persons who live, work, play, and learn in Morrisville. These languages will be the primary focus for the translation of vital documents, community outreach, partnership with additional community partners, and selection of service providers.

Based on the data collected and the frequency of encounters experienced by our departments, the strategic languages for the Town are:

1. **Hindi**
2. **Chinese**
3. **Vietnamese**
4. **Spanish**

Strategic language should be evaluated periodically to determine if other languages should be added based on community needs.

Accessibility and Inclusion

Community participation is highly valued by the Town. Over the years, the town has taken steps to build communication bridges and increase access to information and participation. The Town encourages any person who needs an auxiliary aid or service to participate in a service to contact the town clerk at least 48 hours in advance of a meeting for arrangements to be made and to ensure that participation is effective. In addition, in the last couple of years, the Town has taken steps to translate information related to budget development processes and sessions scheduled for the community's input. Daily, our first responders utilize interpretation services through the dispatch system; Town staff seek assistance from other employees who speak languages other than English to answer questions or render services; and/or residents are assisted by a friend or family member who provides interpretation for them. This plan is a formal effort that outlines actions that will implement a standardized and intentional process to provide language access.

POLICIES

Current Policies

On March 22, 2022, Town Council adopted a non-discrimination ordinance for the Town of Morrisville following Wake County's guidance and action. Wake County adopted its non-discrimination ordinance in October 2021 with an effective date of February 1, 2022. Wake County established an enforcement mechanism and agreed to manage enforcement through an investigation and conciliation process. Town and County leaders have agreed that Wake County and the Town of Morrisville should collaborate in their efforts to eradicate discrimination and that a coordinated approach advances those goals. Town Council, by Resolution 2022-96-0 (See Appendix C), authorized the application of the Wake County non-discrimination ordinance to be applicable within the corporate limits of the Town of Morrisville to avoid the possibility of confusion and to allow for a consistent and uniform approach for protecting individuals in the Town and County from unlawful discrimination. An interlocal agreement that provides for the investigation and conciliation of complaints that may be made in relation to alleged violations of the non-discrimination ordinance was executed between the Town and Wake County.
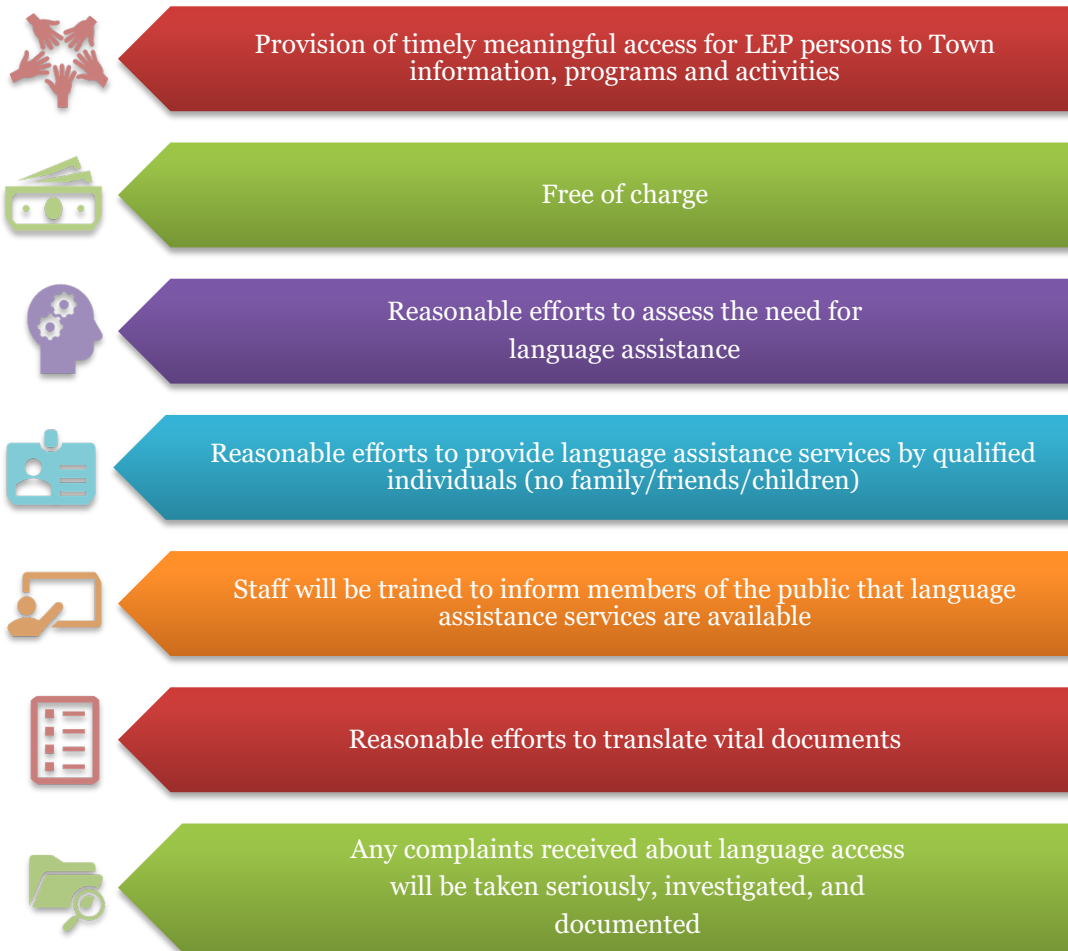
The non-discrimination ordinance was formally incorporated in the Town Code of Ordinances update on March 14, 2023.

While the non-discrimination ordinance is primarily focused on prohibiting discrimination in public accommodations and employment, under Executive Order 13166, the federal government interprets discrimination based upon national origin to include failure to ensure that persons who have "limited English proficiency" (LEP) can effectively participate in, or benefit from, federally assisted programs. Persons who speak languages other than English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI to receive a particular service, benefit, or encounter. The adoption of this plan, by Town Council Resolution 2024-52-0 on Appendix E, formalizes the Town's commitment to language access.

New Policies

Our inclusive and welcoming community is a draw for relatives and friends of existing residents, often encompassing both bilingual immigrants and older family members who are often LEP persons. The Town has strong participation in local government activities, including advisory boards and committees and most notably in Parks and Recreation programs and activities. Enhancing our staff's ability to determine other languages, especially Hindi, will contribute to further engaging our community members, who do not interact with the Town due to the lack of language access. This will allow them to enjoy the benefits of the Town and to feel recognized and included, rather than just live here. The Town understands the vital responsibility of effective communications with the community to ensure thoughtful consideration within our policy development that guides our work for the whole community, including this language access plan.

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7) and Executive Order 13166, the Town of Morrisville established a policy, via resolution (RES 2024-52-0 – See Appendix E), that includes the following:

Provision of timely meaningful access for LEP persons to Town information, programs and activities

Free of charge

Reasonable efforts to assess the need for language assistance

Reasonable efforts to provide language assistance services by qualified individuals (no family/friends/children)

Staff will be trained to inform members of the public that language assistance services are available

Reasonable efforts to translate vital documents

Any complaints received about language access will be taken seriously, investigated, and documented

As outlined in the Town's mission statement, these actions are essential to *connecting our diverse community to an enhanced quality of life through innovative programs and services.*

This plan, adopted by Town Council, will be shared and implemented by all Town departments. As confirmed in the departmental survey, language access is needed in our community and departments have expressed interest in broadening their cultural awareness to ensure that equitable services are provided and that members of our community can participate in events and programming. The Town is distinctly positioned to undertake the implementation of this plan as we embrace our cultural diversity and value the unique language needs that are represented by the rich fabric of residents from many countries, especially regions of India.

The following section outlines the actions to be taken.

PROCEDURES

The following considerations are to be evaluated as this plan is implemented:

- When an encounter occurs, staff will make reasonable efforts to assess the need for language assistance. Staff can determine language assistance needs in several ways, including, self-identification by the LEP individual, inquiring as to the primary language of the individual if they have self-identified as needing language assistance services, or using language identification cards. Staff will notify the individual of the right to an interpreter at no charge.
- Consider the urgency and sensitivity of the information to be shared.
- Arrange for interpretation and/or translation services in a timely manner to ensure quality services are provided. Qualified interpreters and translators who abide by a code of ethics and professional practice standards and are trained in their field should be used.
- Evaluate not only the languages spoken but also the tools used to communicate with people who have different cultural and communication practices. Some individuals have different levels of proficiency in reading or speaking a language that may not be their primary language.
- Consider the cultural competency component as cultural nuances are a significant part of language and communication.
- Recognize the language justice component. While access is important, justice means equitable and fair treatment which takes access one step further, and all languages are given equal space.
  - The goal should be to not make people feel excluded because they speak or understand a language other than English but rather embrace them in our multilingual community. An example of this would be to offer interpretation access at a community meeting to anyone who speaks languages other than English to allow them to be active participants.
- Intentional and proactive training will be provided to staff at least once every two years to maintain awareness and ensure compliance. All new employees will receive language access and assistance training as part of orientation.
- Departments will be required to keep track of any request for language access. This information will be valuable in maintaining a plan that is supportive of the needs of the community.
- The plan will be monitored and updated as needed.
- Any complaints received about language access will be taken seriously, investigated, and documented. This information will inform additional resources needed, to include plan updates. The Department of Justice provides guidance on how to submit a complaint[10].

---

[10] https://www.justice.gov/crt/fcs/complaint-process

ACTION PLAN

Welcoming/Partnerships

Goal - *Increase understanding and awareness of other cultures and language access inclusivity.*

Objectives:

- Designate a Language Access Coordinator. Establish a Language Access Committee including a liaison from service-oriented departments.
- Create and install welcoming signage at Town Facilities to inform LEP individuals of their right to request language assistance free of charge in identified strategic languages.

Marketing & Outreach

Goal - *Develop a Brand to build energy around the Town's Language Access Plan/Program.*

Objectives:

- Advertise the adoption of the plan through all communication channels including community partners.
- Incorporate language access components in Town events.
- Develop orientation videos for Town programs and services in identified strategic languages.
- Work with community partners to host community town hall events with Town Officials to increase awareness of key Town projects/processes. Provide interpretation and translated documents when needed.

Program Access

Goal - *Create accessible programs and information resources that embrace a diverse and inclusive community.*

Objectives:

- Establish and maintain an accessible repository with this plan. The Morrisville Community Library and Town Hall will be the locations for the repository.
- Evaluate and adopt an annual budget to serve as a resource for the program.
- Procure and execute a contract with language service consultants to provide interpretations and translations as needed.
- Monitor annually the progress of the implementation of the plan and update the plan as applicable.

Service Accessibility

Goal - *Improve resources that aid critical emergency situations/prevention and support other customer service aspects that educate and inform all residents and businesses bridging anxiety gaps to make genuine connections.*

Objectives:

- Identify and prioritize vital documents used by departments that need to be translated into other languages. Examples include automated emails, application forms, information brochures, the purpose of real estate acquisitions, emergency response or prevention information, Town newsletter and outreach materials, etc.
- Evaluate and incorporate changes to the Town's website that will improve access to information for LEP individuals.

Staff Training & Tools

Goal - *Develop key resources and professional development of Staff that improve language access to information and services.*

Objectives:

- Develop a quick reference guide that provides simple steps staff can take to provide timely and effective service to LEP individuals.
- Create and distribute language identification cards for individuals to select their language preferences so interpretation services can be arranged as needed. Cards will be supplied to office and field staff.
- Work with community partners to provide an educational program for staff to 1) increase understanding and awareness of the different cultures present in our community, and 2) learn key phrases that will aid them in identifying service needs and reduce anxieties in case of emergency.
- Work with community partners to provide an optional Hindi language educational session for staff.

Upon adoption of this plan, the Town will focus on the following priorities for the first year to formally initiate its implementation:
1. Advertise the adoption of the plan.
2. Designate a Language Access Coordinator and identify liaisons in key departments.
3. Procure and execute a contract with language service consultants to provide interpretations and translations.
4. Provide training to staff about the content of this plan and the policies adopted to provide language access.
5. Develop a quick reference guide for staff with step-by-step instructions and provide them with language identification cards to arrange services as needed.

REFERENCES

Planning & Guidance Tools

Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs. (2011, May). U.S. Department of Justice. https://www.lep.gov/sites/lep/files/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf

Commonly asked questions | LEP.gov. (n.d.). https://www.lep.gov/commonly-asked-questions

Language Access Collaborative Home page – Latino Migration Project. (n.d.). https://migration.unc.edu/language-access-collaborative/

Links to Federal Legal Information on Language Access

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7) https://www.justice.gov/crt/fcs/TitleVI

- Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, Department of Justice https://www.justice.gov/media/1052766/dl?inline

- Executive Order 13166 https://www.justice.gov/crt/executive-order-13166

- Americans with Disabilities Act https://www.ada.gov/law-and-regs/title-ii-2010-regulations/

- Section 504, Rehabilitation Act of 1973

   https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-504-rehabilitation-act-of-1973

Example of Language Access Plan in NC

- Town of Chapel Hill Language Access Plan https://www.townofchapelhill.org/home/showpublisheddocument/44433/6370933236

APPENDICES

A. Departmental Language Access Survey

B. Full Report on Survey Findings

C. Resolution 2022-96-0 Non-Discrimination Policy

D. Initial Budget Development

E.   Resolution 2024-52-0 Adopting the Language Access Plan

F. Blog Posts

G. Language Access Collaborative Vital Documents Guidance

APPENDIX A

Departmental Language Access Survey
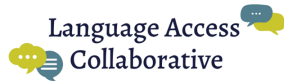
Language Access Survey for Departments

The Building Integrated Communities Language Access Team for Morrisville 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 policies, procedures, and resources. We hope to provide more linguistically accessible ways to connect with all residents of Morrisville. Thank you for filling out this survey. For questions, please contact: Giselle Rodriguez.

Note: When completing this survey consider all services provided by your department to include services in the office and in the field.

* Required

* This form will record your name, please fill your name.

1

Name: *

2

Department: *

3

Does your department receive any type of federal funding? *

○ No (if no, please go to Q5)

○ Yes (If yes, please go to Q4)

4

What is the source of the federal funding?

Do you provide some of those federal funds to any outside organizations (e.g., through grants to non-profits or payment to subcontractors, etc.)

5

Based on your staff's interactions, what are the most frequently encountered non-English languages by your department and how often do these encounters occur? *

	Never	Rarely	Occasioinally	Often	Very Frequently
Hindi	○	○	○	○	○
Chinese	○	○	○	○	○
Spanish	○	○	○	○	○
Other	○	○	○	○	○

6

For any non-English languages identified above, please indicate the reason/program/service the interactions were related to. (For other, please designate language.)

7

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

Select all that apply:

☐ Telephonic trained/qualified interpreter

☐ Video trained/qualified interpreter

☐ Staff trained/qualified interpreter (verbal communication)

☐ Staff trained/qualified translator (written communication)

☐ Bilingual staff (not trained as an interpreter)

☐ Family member/Friend provided by client/customer (not trained as an interpreter)

☐ Translated written documents or signage (e.g., notices/tools on how to identify language service needs, notices of eligibility translated into languages other than English)

☐ Events and services are promoted through non-English media

☐ In-person contract interpreter/translator and/or Language Service organization (Provide name of person(s) or agency(ies) under "Other")

☐ Electronic communications in languages other than English (e.g., email, website, social media videos in languages other than English) - Provide type of communications used under "Other".

☐ Currently we do not provide these services

☐ Other

8

Does your department currently have 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 multilingual notification sign indicating who to contact if someone has a language access complaint

☐   A mechanism to get language access feedback from communities in Morrisville or Wake County 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

☐   A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job

☐   Currently we do not have any of these things in place.

☐   Other

9

Did your department know that Wake County has interpretation assistance available if needed? If so, have you/your staff ever used the service? *

[   ]

10

Based on the services provided by your department, which of the following would be beneficial to your clients/customers? Select all that apply. *

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 multilingual notification sign indicating who to contact if someone has a language access complaint

☐ A mechanism to get language access feedback from communities in Morrisville or Wake County 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

☐ A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job

☐ Other

11

What do you do (or what would you do) if you need to effectively communicate with individuals in our community who prefer languages other than English? *

```


```

12

What have you observed or heard about that other area municipalities are doing to effectively communicate with their community members who speak languages other than English? *

13

What resource (s) would be most helpful to you when interacting with our community members who speak languages other than English? *

☐ Translated quick reference cards -depending on the circumstances it could be as simple as – *Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?*

☐ Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate

☐ Learn key phrases

☐ Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally

☐ Translation App

☐ On-call designated Interpreter or staff member(s) or community partner that can quickly assist

☐ Translation services for printed or digital material

☐ Develop appropriate gestures or visual aids for common needs

☐ Situational training to be better prepared

☐   Other

14

Through this Language Access program, our language of focus is Hindi. From the resources that your department provide to your customer/clients, which would you consider "vital" and would need to be translated to Hindi? In addition, which materials/publications would be beneficial if translated into another language (specify which language)? *

A document is considered vital if it is necessary for residents to use town services, to access critical town information, and/or is required by law. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the Limited English Proficiency (LEP) person if the information in question is not provided accurately or in a timely manner. These can include but are not limited to:

1. *Documents that must be provided by law*
2. *Consent forms*
3. *Complaint/feedback forms*
4. *Eligibility criteria for programs and services*
5. *Applications for programs and services*
6. *Release or waiver forms*
7. *Notices of rights, requirements, responsibilities, denial, loss, or decreases in program benefits or services, the right to appeal such actions, or that require a response from the beneficiary*
8. *Notices of free language services*
9. *Notices of hearings, depositions, investigation or litigation-related deadlines*
10. *Forms that require a response from the resident*
11. *Leases, tenant rules, and eviction notices.*
12. *Conditions of settlement or resolution agreements*
13. *Emergency, fire, and public safety information*

15

What suggestions do you have for the Town to enhance our communication with our community members who speak languages other than English? *

16

Are your employees fluent in any language(s) other than English? Specify name of employee(s) and language(s)? *

17

Are you interested in supporting or contributing to our ongoing efforts to enhance effective
communication with all of our community members through the Language Access Collaborative?

18

Do you have any questions or additional information you would like to share?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms

Language Access Survey for Departments

13	**64:13**	**Closed**
Responses	Average time to complete	Status

1. Name:

13
Responses

Latest Responses
"Mary Faucette"
"Eric Smith"
"Nathan Lozinsky"

2. Department:

13
Responses

Latest Responses
"Parks, Recreation, and Cultural Resources"
"Town Clerk's Office"
"Fire"

3. Does your department receive any type of federal funding?

● No (if no, please go to Q5)   6
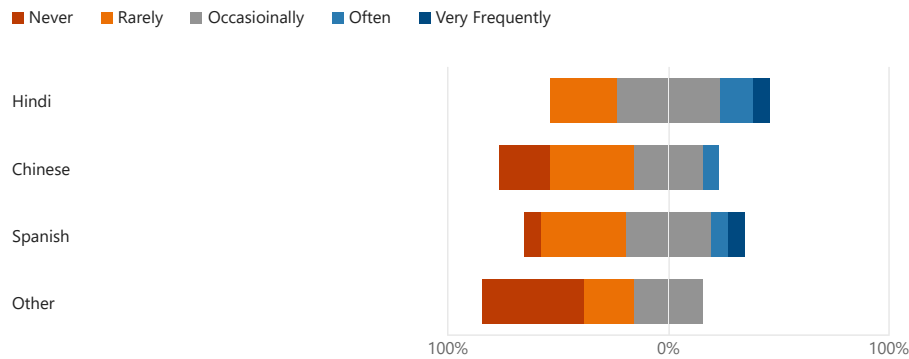● Yes (If yes, please go to Q4)   7

4. What is the source of the federal funding?

6
Responses

Latest Responses
"Land and Water Conservation Funds, Congestion Mitigation and Air Qualit...

5. Based on your staff's interactions, what are the most frequently encountered non-English languages by your department and how often do these encounters occur?

6. For any non-English languages identified above, please indicate the reason/program/service the interactions were related to. (For other, please designate language.)

13
Responses

Latest Responses

"*CFCC Patrons asked questions related to youth programs, adult programs, ...*"

"*Town Hall visitors or callers, with concerns or questions regarding various T...*"

"*The two main services we provide that potentially allow staff to interact wit...*"

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

- 🔵 Telephonic trained/qualified inte...   3
- 🟠 Video trained/qualified interpret...   1
- 🟢 Staff trained/qualified interprete...   0
- 🔴 Staff trained/qualified translator...   0
- 🟣 Bilingual staff (not trained as an ...   6
- 🟤 Family member/Friend provided...   9
- 🩷 Translated written documents or...   3
- ⚫ Events and services are promote...   1
- 🟡 In-person contract interpreter/tr...   1
- 🩵 Electronic communications in la...   4
- 🔵 Currently we do not provide the...   2
- 🟠 Other   7
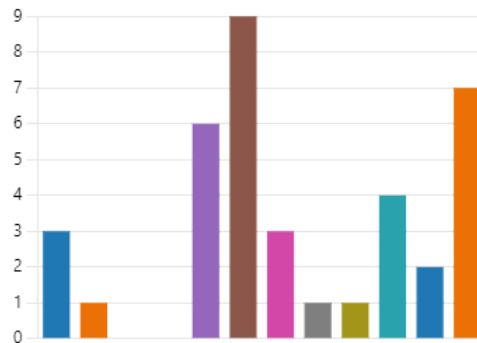
8. Does your department currently have the following?

🔵 A language access coordinator ...	0
🟠 Funds dedicated to language as...	0
🟢 A way to track language service...	1
🔴 A written language access plan ...	0
🟣 A way to assess the preferred la...	1
🟤 A data collection method to rec...	0
🟣 A process for identifying vital d...	1
⚫ Translated signs or posters anno...	0
🟡 A multilingual notification sign i...	0
🟢 A mechanism to get language a...	1
🔵 Staff training on how to interact...	1
🟠 A procedure to assess the langu...	0
🟢 A stipend or pay incentive offer...	0
🔴 Currently we do not have any of...	12
🟣 Other	1
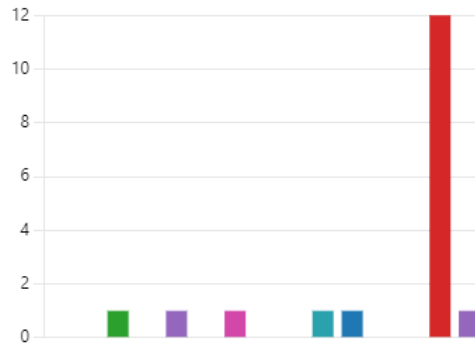
9. Did your department know that Wake County has interpretation assistance available if needed? If so, have you/your staff ever used the service?

13
Responses

Latest Responses

"No"

"No"

"I did not. As mentioned, we utilize the 911 center's access to translation ser...

10. Based on the services provided by your department, which of the following would be beneficial to your clients/customers? Select all that apply.

🔵 A language access coordinator ...	6
🟠 Funds dedicated to language as...	4
🟢 A way to track language service...	2
🔴 A written language access plan ...	5
🟣 A way to assess the preferred la...	7
🟤 A data collection method to rec...	3
🟣 A process for identifying vital d...	8
⚫ Translated signs or posters anno...	8
🟡 A multilingual notification sign i...	4
🟢 A mechanism to get language a...	6
🔵 Staff training on how to interact...	12
🟠 A procedure to assess the langu...	5
🟢 A stipend or pay incentive offer...	6
🔴 Other	0
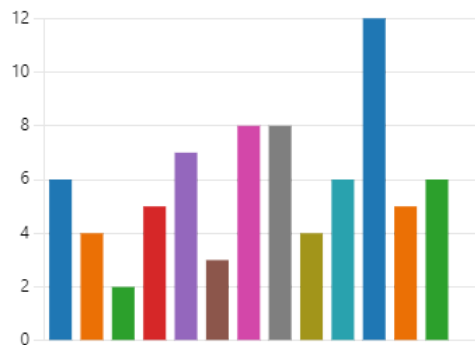
11. What do you do (or what would you do) if you need to effectively communicate with individuals in our community who prefer languages other than English?

13
Responses

Latest Responses

"*CFCC - Most encounters we had; the patrons speak some English. So, talkin...*"

"*I use Google's real time translation app.* "

"*We use Google translate, or other third-party vendors.* "

12. What have you observed or heard about that other area municipalities are doing to effectively communicate with their community members who speak languages other than English?
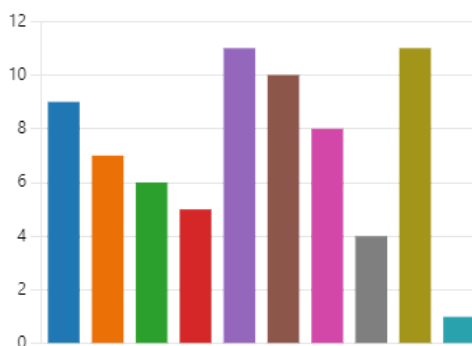
13
Responses

Latest Responses

"*CFCC - Haven't heard or observed anything. MAFC - google translate Senio...*"

"*N/A*"

"*I reached out to the neighboring communities, and the fire departments are...*"

13. What resource (s) would be most helpful to you when interacting with our community members who speak languages other than English?

🔵 Translated quick reference cards...	9
🟠 Language identification flashcar...	7
🟢 Learn key phrases	6
🔴 Sample translated tag lines that ...	5
🟣 Translation App	11
🟤 On-call designated Interpreter o...	10
🟪 Translation services for printed ...	8
⚫ Develop appropriate gestures o...	4
🟡 Situational training to be better ...	11
🔵 Other	1

14. Through this Language Access program, our language of focus is Hindi. From the resources that your department provide to your customer/clients, which would you consider "vital" and would need to be translated to Hindi? In addition, which materials/publications would be beneficial if translated into another language (specify which language)?

13
Responses

Latest Responses

"*Registration applications MAFC member handouts, surveys, newsletters, FA...*"

"*General Directory, FAQ Document with responses to various questions often...*"

"*All of the above would be great.* "

15. What suggestions do you have for the Town to enhance our communication with our community members who speak languages other than English?

13
Responses

Latest Responses

"*CFCC - Have some type of reference cards, or key phrases to help understan...*"

"*Customs/traditions training to ensure staff members are aware of cultural d...*"

"*I definitely think it's great we are looking at translation services.* "

16. Are your employees fluent in any language(s) other than English? Specify name of employee(s) and language(s)?

<div align="center">

13

Responses

</div>

Latest Responses

"Shivani Bhalodia, I would have to ask what specific language. MAFC Pina - ..."

"NA"

"No, we have no one that is capable of speaking a second language. "

17. Are you interested in supporting or contributing to our ongoing efforts to enhance effective communication with all of our community members through the Language Access Collaborative?

<div align="center">

13

Responses

</div>

Latest Responses

"CFCC - No MAFC - Yes Senior Center - Yes, to the extent I or my staff have t..."

"Yes"

"YES!! Absolutely. "

18. Do you have any questions or additional information you would like to share?

<div align="center">

12

Responses

</div>

Latest Responses

"No"

"No"

"Thank you for taking this on. "

APPENDIX B

Full Report on Survey Findings

Morrisville
Live connected. Live well.

Report: Language Access Survey for Departments

TEAM

Town of Morrisville – Hindi Vikas Mandal

DEPARTMENTS

13 - all departments completed survey before April 28, 2023

KEY HIGHLIGHTS

NON-ENGLISH LANGUAGE MOSTLY ENCOUNTERED BY OUR DEPARTMENTS

Hindi - for the following services: *Solid waste collection, special events, public safety, and Parks, Recreation and Cultural programs and services*

RESOURCES HIGHLY RANKED AS BENEFICIAL

1. Translation App
2. On-call designated Interpreter or staff member(s) or community partner that can quickly assist
3. Translated quick reference cards

SUGGESTIONS TO ENHANCE COMMUNICATION WITH OUR COMMUNITY MEMBERS WHO SPEAK LANGUAGES OTHER THAN ENGLISH

- Increase understanding and awareness of Indian culture
- Town newsletter and outreach materials in multiple languages
- Optional language or cultural educational sessions for staff
- Share Town efforts to bridge language gaps
- Reference cards or key phrases
- Orientation videos for programs in other languages

Note: Departments provided a list of documents/resources that they would consider vital and would need to be translated to Hindi.

Survey and detailed responses

Summary report

All 13 departments are interested in contributing to our ongoing efforts to enhance effective communication with all our community members through the Language Access Collaborative

Language Access Collaborative

BY THE NUMBERS (DEPARTMENTS)

54%

Receive federal funding

23%

Encounter Hindi often to very frequently

70%

Interact frequently through a family member/friend provided by the individual

92%

Desire training on how to interact with community members through language assistance services
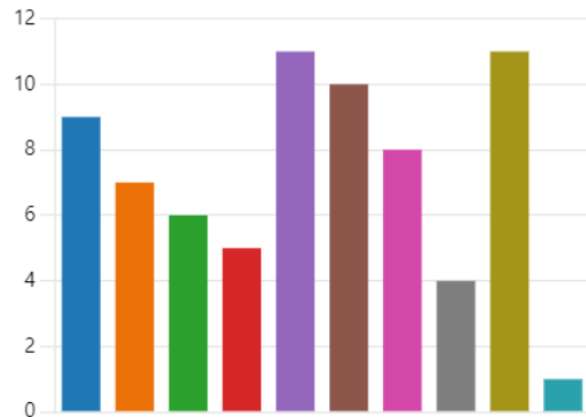
4

Have staff members that speak Hindi

Based on staff's interactions, the most frequently encountered non-English languages by departments and how often do these encounters occur are:

■ Never ■ Rarely ■ Occasionally ■ Often ■ Very Frequently

Hindi

Chinese

Spanish

Other

100%   0%   100%
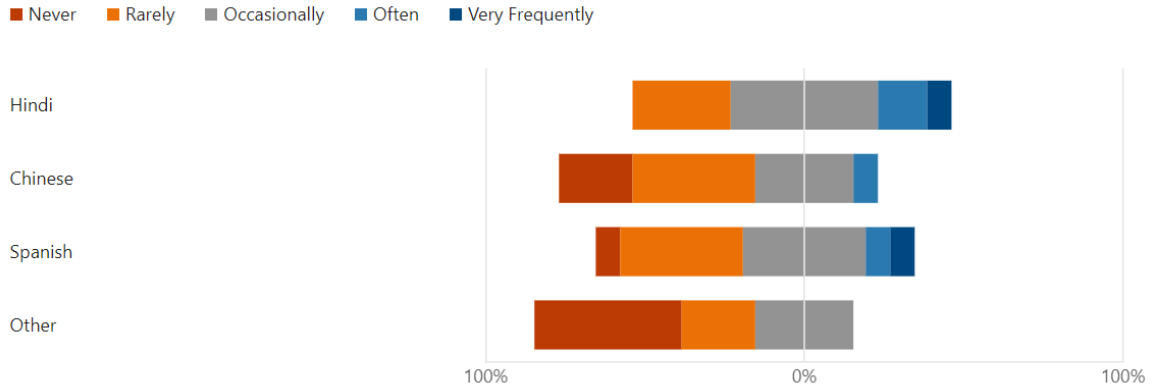
Other includes Russian, eastern European, non-hearing barriers, and unable to identify.

Departments indicated that the following resources would be most helpful when interacting with our community members who speak languages other than English:

● Translated quick reference cards...   9

● Language identification flashcar...   7

● Learn key phrases   6

● Sample translated tag lines that ... 5

● Translation App   11

● On-call designated Interpreter o...   10

● Translation services for printed ...   8

● Develop appropriate gestures o...   4

● Situational training to be better ... 11

● Other   1

In Morrisville we **embrace** our cultural diversity.

Language access is an *essential* step in our journey.

The Building Integrated Communities Language Access Team for Morrisville gathered information about how our departments currently communicate with community members who speak languages other than English. This information considers all services provided by our department to include services in the office and in the field.

Department:	Finance	Inspections	Human Resources Department	Public Works	Communications & Outreach	Engineering	Police	IT	Planning	Budget & Strategic Management Department Group	Fire	Town Clerk's Office	Parks, Recreation, and Cultural Resources
Name	Nancy Emslie	Shandy Padgett	Lauri Shedlick	Jeffery Brown	Wil Glenn	Mark Spanioli	Peter Acosta	Rick Ralph	Michele Stegall	Jeanne Hooks	Nathan Lozinsky	Eric Smith	Mary Faucette
Email	NEmslie@townofmorrisville.org	SPadgett@townofmorrisville.org	lshedlick@townofmorrisville.org	JBrown@townofmorrisville.org	wglenn@townofmorrisville.org	MSpanioli@townofmorrisville.org	PAcosta@townofmorrisville.org	rralph@townofmorrisville.org	MStegall@townofmorrisville.org	jhooks@townofmorrisville.org	nlozinsky@townofmorrisville.org	esmith@townofmorrisville.org	MFaucette@townofmorrisville.org
Does your department receive any type of federal funding?	No (if no, please go to Q5)	No (if no, please go to Q5)	No (if no, please go to Q5)	Yes (If yes, please go to Q4)	No (if no, please go to Q5)	Yes (If yes, please go to Q4)	Yes (If yes, please go to Q4)	No (if no, please go to Q5)	Yes (If yes, please go to Q4)	Yes (If yes, please go to Q4)	No (if no, please go to Q5)	Yes (If yes, please go to Q4)	Yes (If yes, please go to Q4)
What is the source of the federal funding?				Federal funds are used to pay contactors/subcontractors for work performed.		ARPA and Transportation Funds that are used for capital projects.	Often time we receive funding from the State as well as other state funding sources where money is generated from federal entities.		Indirectly CAMPO distributes federal funds for example for the Airport Boulevard extension. Matches for other transportation projects may also include federal funds. NCDOT will be using federal funds for the greenway feasibility study, TJCOG will the manage the federal funds for the SS4A grant and affordable housing is funded partially with ARPA funds.	SBA Grant; and Solar & Other Earmark Funds from Congresswoman Ross' Office			Land and Water Conservation Funds, Congestion Mitigation and Air Quality funds, TEA and TAP funding, and other transportation related funds. Some of these were distributed through state agencies for federal funding programs. (from Jerry)
Based on your staff's interactions, what are the most frequently encountered non-English languages by your department and how often do these encounters occur?													
Hindi	Rarely	Very Frequently	Occasionally	Occasionally	Rarely	Occasionally	Often	Rarely	Occasionally	Rarely	Occasionally	Occasionally	Often
Chinese	Rarely	Occasionally	Rarely	Occasionally	Never	Rarely	Occasionally	Rarely	Rarely	Never	Occasionally	Occasionally	Often
Spanish	Rarely	Very Frequently	Rarely	Occasionally	Never	Occasionally	Often	Rarely	Occasionally	Rarely	Occasionally	Rarely	Occasionally
Other	Never	Occasionally	Rarely	Occasionally	Never	Never	Rarely	Never	Rarely	Never	Occasionally	Never	Occasionally
For any non-English languages identified above, please indicate the reason/program/service the interactions were related to. (For other, please designate language.)	Helping with inquiries at Town Hall and surplus items.	Building permits (application, forms, etc.), inspections, and plan review.	Sometimes the public confuses the Town's HR Department with Wake County Human Services and when this occurs we assist them with the correct contact information. Occasionally, we encounter applicants with English not being their primary language.	The majority of interactions our department have with non-English speaking individuals revolves around solid waste services. There have been instances that the staff could not detect the language in which the resident/community member was speaking. Therefore, the other language cannot be designated as requested.	Person stopping by Communications booth during a special event	Mostly field communications either with the public (public outreach for stormwater or capital projects) or with a contractor at a construction site.	Police interactions in the field.	Lobby interactions, Town events	Special events, stakeholder outreach, meetings with applicants and residents, Council meetings, individual homeowners during inspections.	Town Hall Main Phone Line - general information usually solid waste; Town Events; Previously when we had utilities/privilege licenses; Surveys & Census interactions when translation provided; Construction sites & projects/vendors subs; cleaning crew (most in both Hindi & Spanish)	The two main services we provide that potentially allow staff to interact with non-English speakers are when we are on emergency calls/scenes, and discussing prevention-related topics.	Town Hall visitors or callers, with concerns or questions regarding various Town services. Individuals attending Town Hall meetings to provide comments.	CFCC Patrons asked questions related to youth programs, adult programs, events, and facility rentals. MAFC We have several non-English speaking patrons we see weekly if not daily. We also have many that have limitations with their English communication. Hindi and Chinese are the prominent languages. We also experience Russian, Eastern European, and Non-hearing barriers. Senior Center Questions about programs or services at the Senior Center. Most always, the people will also speak English well enough for us to relay the message or they will have a family member with them that helps explain Athletics Athletic based programs that include basketball, baseball, soccer, volleyball and tennis.
How does your department interact with the public and individuals who prefer languages other than English?	Family member/Friend provided by client/customer (not trained as an interpreter).	Family member/Friend provided by client/customer (not trained as an interpreter).	Currently we do not provide these services; Often the non English speaking individual has someone with them that speaks English fluently.	Telephonic trained/qualified interpreter; Video trained/qualified interpreter; Family member/Friend provided by client/customer (not trained as an interpreter).	Electronic communications in languages other than English (e.g., email, website, social media videos in languages other than English) - Provide type of communications used under "Other". ;We've done videos with Hindi translations.	Bilingual staff (not trained as an interpreter);Family member/Friend provided by client/customer (not trained as an interpreter).	Telephonic trained/qualified interpreter; Bilingual staff (not trained as an interpreter);Translated written documents or signage (e.g., notices/tools on how to identify language service needs, notices of eligibility translated into languages other than English);Electronic communications in languages other than English (e.g., email, website, social media videos in languages other than English) - Provide type of communications used under "Other".	Electronic communications in languages other than English (e.g., email, website, social media videos in languages other than English) - Provide type of communications used under "Other"; Mobile App.	Bilingual staff (not trained as an interpreter);Family member/Friend provided by client/customer (not trained as an interpreter);Smart shuttle app can be translated into Hindu or Spanish.	Electronic communications in languages other than English (e.g., email, website, social media videos in languages other than English) - Provide type of communications used under "Other". ;Events and services are promoted through non-English media; Translated written documents or signage (e.g., notices/tools on how to identify language service needs, notices of eligibility translated into languages other than English);Family member/Friend provided by client/customer (not trained as an interpreter);Bilingual staff (not trained as an interpreter);infrequent.	Telephonic trained/qualified interpreter; Family member/Friend provided by client/customer (not trained as an interpreter);Translated written documents or signage (e.g., notices/tools on how to identify language service needs, notices of eligibility translated into languages other than English);In-person contract interpreter/translator and/or Language Service organization (Provide name of person(s) or agency(ies) under "Other");We utilize the 911 communicators on calls to get a third-party vendor through the 911 center.	Bilingual staff (not trained as an interpreter);Family member/Friend provided by client/customer (not trained as an interpreter).	Currently we do not provide these services; Bilingual staff (not trained as an interpreter);Family member/Friend provided by client/customer (not trained as an interpreter);Google translate.
Does your department currently have the following?	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	A way to assess 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; Staff training on how to interact with community members who speak languages other than English through language assistance services.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	A way to track language services costs; A mechanism to get language access feedback from communities in Morrisville or Wake County who speak languages other than English; Currently we do not have any of these things in place.; Survey tools/vendors resources we have used in past and we have project codes that could enable tracking of cost. Nothing formalized, but ideas.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.	Currently we do not have any of these things in place.
Did your department know that Wake County has interpretation assistance available if needed? If so, have you/your staff ever used the service?	No we were aware of Wake County interpretation services and we have not used this.	Not aware of this service.	No and we have not used this service. Good to know!	No.	Yes. We've had communication with Wake County about the services. We've not used their service yet.	No we did not.	Yes , Yes	No	No	No was not aware until LAC group.	I did not. As mentioned, we utilize the 911 center's access to translation services.	No	No

5/12/2023

Based on the services provided by your department, which of the following would be beneficial to your clients/customers? Select all that apply.

- Translated signs or posters announcing the availability of language assistance services; Staff training on how to interact with community members who speak languages other than English through language assistance services.

- A language access coordinator who arranges interpretation/translation; 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 multilingual notification sign indicating who to contact if someone has a language access complaint; A mechanism to get language access feedback from communities in Morrisville or Wake County 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; A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job.

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

- A language access coordinator who arranges interpretation/translation; A written language access plan and/or policy; A process for identifying vital documents and ensuring their translation into non-English languages of your clients/customers; A data collection method to record the preferred languages of your clients/customers; A mechanism to get language access feedback from communities in Morrisville or Wake County 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 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 process for identifying vital documents and ensuring their translation into non-English languages of your clients/customers; A data collection method to record the preferred languages of your clients/customers; A mechanism to get language access feedback from communities in Morrisville or Wake County 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 language access coordinator who arranges interpretation/translation.

- A way to assess 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 multilingual notification sign indicating who to contact if someone has a language access complaint; Staff training on how to interact with community members who speak languages other than English through language assistance services.

- A language access coordinator who arranges interpretation/translation; Funds dedicated to language assistance; 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 multilingual notification sign indicating who to contact if someone has a language access complaint; Translated signs or posters announcing the availability of language assistance services; A mechanism to get language access feedback from communities in Morrisville or Wake County who speak languages other than English; A procedure to assess the language proficiency of staff who say they are fluent in a language other than English; A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job; Staff training on how to interact with community members who speak languages other than English through language assistance services.

- 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 written language access plan and/or policy; A way to assess 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; 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; A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job.

- A language access coordinator who arranges interpretation/translation; A way to assess 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 Morrisville or Wake County who speak languages other than English; A procedure to assess the language proficiency of staff who say they are fluent in a language other than English; Staff training on how to interact with community members who speak languages other than English through language assistance services.

- A language access coordinator who arranges interpretation/translation; Funds dedicated to language assistance; 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 stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job; Staff training on how to interact with community members who speak languages other than English; A multilingual notification sign indicating who to contact if someone has a language access complaint; Translated signs or posters announcing the availability of language assistance services; A process for identifying vital documents and ensuring their translation into non-English languages of the communities in your service area.

- Staff training on how to interact with community members who speak languages other than English through language assistance services; A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job.

- Translated signs or posters announcing the availability of language assistance services; Staff training on how to interact with community members who speak languages other than English through language assistance services; A way to assess 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; A way to assess the language proficiency of staff who say they are fluent in a language other than English; A procedure to assess the language proficiency of staff who say they are fluent in a language other than English; A stipend or pay incentive offered specifically to employees who are fluent in a language other than English and use that language skill as part of their job; Funds dedicated to language assistance; A written language access plan and/or policy.

What do you do (or what would you do) if you need to effectively communicate with individuals in our community who prefer languages other than English?

- We will look for an interpreter within the Town and Wake County interpretation services.

- We have had only one instance where someone asked for a language other than English, and they had a friend translating. We have experienced in the field and on phone calls a friend/child translating. Staff has indicated that it is common in communication with customers a language accent that can sometimes be difficult to understand what is being asked of our team and/or not understanding the words being used.

- In the past we have been able to communicate well enough or the individual had someone with them that was English speaking. In the future we would contact Wake County for assistance.

- Now that we know that Wake County provides a translation service, we will contact them.

- At this point we would lean on community partners like Hindi Vikas Mandal to assist us with translation. Or pay for translation services. We've also utilized Council Member Garimella.

- We would either use google translate or look for someone in the department or Town that may be able to assist with translation. Some folks in our department speak Spanish.

- Our communication center can assist. We also have ToM staff that can assist if a certified translator is not necessary.

- Translate App

- Try to find a staff interpreter, use a translation app or utilize a family member to translate if available.

- Currently - use Apple Translate; resort to visual aids/sign language/gestures; try to find someone to help. Future - hope to have translated tools; some key phrase training; on call interpreter.

- We use Google translate, or other third-party vendors.

- I use Google's real time translation app.

- CFCC - Most encounters we had; the patrons speak some English. So, talking slow, or writing down key words to figure out what they are asking. Mainly talking slow has helped, even showing them the website in-person.

  MAFC - Use Google translate or another participant, patience and kindness

  Senior Center - Request their contact information and work to find a staff person or volunteer who can help, or try a computer based translation program or application.

  Athletics - Communicate via email or text as a way to translate if there are cases in which language is a barrier.

What have you observed or heard about that other area municipalities are doing to effectively communicate with their community members who speak languages other than English?

- In Chatham County, there is a 1-800 number that folks can call for interpretation help. There are also signs posted in other languages regarding help need. The most public-facing departments had interpreters on staff.

- One staff member identified another jurisdiction providing a preference for Spanish-speaking ability for front desk personnel. It was also mentioned a jurisdiction providing access to a staff member (even outside of the department) who could speak Spanish. Other than that, we are not aware of other communication methods.

- We do not have information regarding this.

- Staff members have seen print material from other local municipalities printed in other languages.

- Cary
GoCary service offers printed and digital information translated in both English and Spanish. Their drivers also have "I Speak" cards to assist when in-person translation services are needed and then use Language Link (https://language.link/) translation services.
At Cary's front desk/welcome area of Town Hall, they have an iPad and they pull up Google Translate to assist as needed.
Cary 911 and 311 (which includes Morrisville) uses a company called Voiance for translation services. Voiance has interpreters for just about any language they've encountered, and they've done calls using Hindi, although it's not common.
Wake County Human Services (WCHS) WCHS provides interpretation and written translation to LEP and ASL customers, within reasonable accommodation and free of charge. Staff work alongside the customer to identify their language and then immediately connect with over-the-phone OR video remote interpretation.

- Other communities translate documents in multiple languages, some actually have an option to switch the web page to a different language. Communications materials are also provided in multiple languages. Some staff are trained to speak in other languages and translators/interpreters are available.

- No

- N/A

- Durham gives incentives to employees who speak languages other than English.

- Knew Wake County offered ARPA survey in Hindi; recognize some limited attempts by few others to offer some translated surveys and/or forms. Not really focused on other peer communities given Morrisville's demographic uniqueness.

- I reached out to the neighboring communities, and the fire departments are currently seeing how to communicate with their residents, but they are in the infancy of building a system.

- N/A

- CFCC - Haven't heard or observed anything.

  MAFC - google translate

  Senior Center - Providing written documentation in other languages.

  Athletics - Nothing at this time

What resource(s) would be most helpful to you when interacting with our community members who speak languages other than English?

- Translation App; On-call designated Interpreter or staff member(s) or community partner that can quickly assist.

- Translated quick reference cards - depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally; Look at creating a custom field for inspection/applications requests asking the customer if they need any language service, translating forms in their entirety in other languages to be able to view, but the signature forms being in English for our records since staff use the signed forms for legal verifications of items. We need to verify all forms/websites are ADA compliant for readability.;On-call designated Interpreter or staff member(s) or community partner that can quickly

- Translation App; On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Translated quick reference cards -depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Translation App;On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Translation services for printed or digital material; Situational training to be better prepared.

- Translated quick reference cards -depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Translation App;On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Translation services for printed or digital material; Situational training to be better prepared.

- Translated quick reference cards - depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Learn key phrases; Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally; Translation App;On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Translation services for printed or digital material; Situational training to be better prepared; Develop appropriate gestures or visual aids for common needs.

- Translated quick reference cards - depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Learn key phrases; Translation App;Translation services for printed or digital material.

- Translated quick reference cards - depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?;Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Learn key phrases; Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally; Translation App;On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Translation services for printed or digital material; Develop appropriate gestures or visual aids for common needs;Situational training to be better prepared.

- Translation App; Translation services for printed or digital material; Situational training to be better prepared.

- Translation App; On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Situational training to be better prepared.

- Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Learn key phrases; Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally; Translation App;On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Situational training to be better prepared.

- Situational training to be better prepared; Develop appropriate gestures or visual aids for common needs; Translation services for printed or digital material; On-call designated Interpreter or staff member(s) or community partner that can quickly assist; Translation App;Learn key phrases; Sample translated tag lines that can be applied at beginning or end of key documents - communicate importance of form, deadline to complete, contact information for someone that can help translate document verbally; Language identification flashcards – helps to determine which language first to then determine what other resource to leverage to communicate; Translated quick reference cards -depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?

- Translation App; Situational training to be better prepared; Translated quick reference cards - depending on the circumstances it could be as simple as – Hello, my name is XXXX. I am getting someone to help. Are you having an emergency? Is there someone I can call to help?

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Question														
Through this Language Access program, our language of focus is Hindi. From the resources that your department provide to your customer/clients, which would you consider "vital" and would need to be translated to Hindi? In addition, which materials/publications would be beneficial if translated into another language (specify which language)?	Not applicable	Converting the NC Contractor Licensing Board brochures, converting our permit forms (anything signed would need to be on an English form, but we could provide the forms for reading in that language), our website being available in Hindi, inspection checklists for inspections and applying for permits, is there a way for Energov online portal to be available in another language (Emily is going to ask about this at the Energov conference).	Employment Application. As part of this process new hire documents would also need translation. Our liability insurance carrier has the ability to assist with multiple languages.	Recycle right communication. Closed signs for athletic fields. Project announcements for impacted communities. Street closures. Storm related information. Special event information.	Emergency communications -- weather and otherwise -- sent on social media and placed on the website; safety-related messages sent on social media and placed on the website; Not particularly news releases since those go to media.	Capital project announcements that will impact the community. Public outreach group. Webpage short cut to FAQ's and info that would be beneficial to assist someone who may not be able to speak English.	All		Not vital but would be nice - Open Data Portal, Website, Mobile App, Smart City Dashboard	Notices of hearings, public transportation information	Focusing on the term critical - 1, 2, 3, 4, 6, 7, 9, 10, 13, public notifications (rezonings, hearings, etc...), emergency notifications, consider needs with operating EOC, road closures, Pandemic.	All of the above would be great.	General Directory, FAQ Document with responses to various questions often posed by Town Hall visitors, Calendar of Town Events.	Registration applications MAFC member handouts, surveys, newsletters, FAQ Program guide
What suggestions do you have for the Town to enhance our communication with our community members who speak languages other than English?	Letting staff and community know what resources are available (e.g. Wake County services). Post this information in the lobby areas at Town buildings.	Same items as above.	It would be helpful to also learn how to interact with cultures (Hindi predominately) so as not to unintentionally offend anyone.	Direct access to someone with Wake County that can help with translation. Provide contact name and number for this individual(s). A translation app would be ideal for employees to use when they encounter non-English speaking residents or community members.	Complete the Language Access Plan.	I would suggest offering the Town Newsletter in multiple languages as well as any other Town wide outreach material should be provided in other languages.	There are resources that translates documents and provides additional translation resources such as "Recite Me".		Optional language or cultural education sessions	Translation of items such as rezoning letters, notice signs, brochures and newsletters into other languages	Start by finding ways to show we welcome folks speaking different languages and are trying to bridge the gap; this may require us to go to where they are, using our partners to advocate for us to build trust, use advertising mediums that are circulated in their groups. Given there are cultural differences, perceptions are in some cases that government is not good. We will be limited in understanding what the real need is if people that need support don't want to reach out.	I definitely think it's great we are looking at translation services.	Customs/traditions training to ensure staff members are aware of cultural differences that may exist in greetings, conversation etc.	CFCC - Have some type of reference cards, or key phrases to help understand those who don't speak English. MAFC video touring w/FAQ, Fitness orientation and safety video, Pool use and safety video. Senior Center - Printed materials and translation assistance, whether by computer applications or on call assistance. Athletics - none at this time
Are your employees fluent in any language(s) other than English? Specify name of employee(s) and language(s)?	None		Robert Key- Spanish Diane Boyd- Pidgin English	No	Quy Nguyen - Vietnamese	No	Mark Spanioli, Spanish (mid-level speak, read and write) Kitty Thomas, Hindi and Malayalam (speak, read and write), Tamil (speak it only)	Yes, Hindu, Spanish	No	Mae - Hindu - can hold a conversation but not fluent.	No, some broken Spanish.	No, we have no one that is capable of speaking a second language.	NA	Shivani Bhalodia, I would have to ask what specific language. MAFC Pina - Hindi/Gujarati Katie White - Korean, Japanese, French (a little) Remi Mako - Hungarian, French, and American Sign Language Josh - German (a little) Senior Center - A few part-time staff are fluent or able to communicate in another language: Peggy Gutman – Spanish Shobha Saraiya – Hindi Nilakshi Phukan – Hindi
Are you interested in supporting or contributing to our ongoing efforts to enhance effective communication with all of our community members through the Language Access Collaborative?	I am interested in helping with this initiative.	Shandy Padgett, Emily Mattocks, Kimberly Jones, Diane Boyd	Yes	Yes.	Yes	Yes, folks on our team are willing to participate.	yes		Always happy to help as needed	Eliot Ward expressed interest in the supporting these efforts. It was also suggested that with all the public facing work that we do that it would be beneficial to have a department liaison supporting these efforts.	Yes, our entire group (Michael, Dawn, Erin, Sara, & Jeanne) are willing.	YES!! Absolutely.	Yes	CFCC - No MAFC - Yes Senior Center - Yes, to the extent I or my staff have time/capacity to support the effort. Athletics - No response
Do you have any questions or additional information you would like to share?	We support town-wide initiatives and need to be aware of any federal funding for reporting purposes.	It is an important service for residents/external customers. Specifically, we are seeing residents getting involved in projects with contractors who are possibly be taking advantage of the residents (not completing permits, projects, taking their money and not finishing the project, etc...).	No	No questions or nothing additional to add.		This sounds exciting and very progressive for Morrisville	no		No	No	Would like to know more about services Wake County provides and if we have already used them in other departments. Really interested in field trips with Sushma and the programs she works with. Something that did come up in our group discussion was recognizing that while our residential demographics are largely Asian/Indian that live in Morrisville we have a day time population that interacts, works, & plays in Morrisville that includes largely includes Spanish speaking folks. These are business owners, workers, construction workers, our own sub-contractors.	Thank you for taking this on.	No	No

APPENDIX C

Resolution 2022-96-0

Non-Discrimination Policy

RESOLUTION 2022-96-0 AUTHORIZING THE APPLICATION OF THE WAKE COUNTY NON-DISCRIMINATION ORDINANCE TO BE APPLICABLE WITHIN THE CORPORATE LIMITS OF THE TOWN OF MORRISVILLE

WHEREAS, the Town Council finds that discrimination in public accommodations and employment is detrimental to the health, safety, and welfare of its residents and the peace and dignity of the Town; and

WHEREAS, the Town has the authority to protect against discrimination that is detrimental to the health, safety, and welfare of its residents and the peace and dignity of the Town pursuant to N.C. Gen. Stat. § 160A-174, and other applicable law; and

WHEREAS, on October 18, 2021, Wake County enacted an Ordinance Prohibiting Discrimination in Public Accommodations and Employment (the "Wake County Nondiscrimination Ordinance") that, among other things, prohibits discrimination in public accommodations and employment for areas within Wake County's jurisdiction, but outside the territorial jurisdiction of the Town; and

WHEREAS, the Town desires its residents to be protected from discriminatory practices in public accommodations and employment under the same terms and conditions as set forth in the Wake County Nondiscrimination Ordinance; and

WHEREAS, the Town Council believes that it is in the best interests of Town and County residents to be subject to the same rules, to avoid the possibility of confusion and to allow for a consistent and uniform approach for protecting individuals in the Town and County from unlawful discrimination; and

WHEREAS, the Town is authorized by N.C. Gen. Stat. § 153A-122 to permit a Wake County ordinance to apply within the Town's territorial jurisdiction by enacting a resolution so providing; and

WHEREAS, Town and County leaders have agreed that Wake County and the Town of Morrisville should collaborate in their efforts to eradicate discrimination and that a coordinated approach in public accommodations and employment advances those goals.

NOW, THEREFORE, BE IT RESOLVED BY THE MORRISVILLE TOWN COUNCIL THAT:

Section 1. Except as provided herein, the Wake County Nondiscrimination Ordinance shall apply within the corporate limits of the Town of Morrisville that are located within Wake County and shall have the same force and effect and shall be enforced to the same extent within the corporate limits of the Town as within Wake County. Wake County shall be authorized and permitted to enforce the provisions of
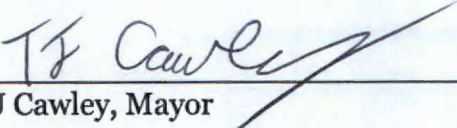
the Wake County Nondiscrimination Ordinance within the corporate limits of the Town of Morrisville that are located within Wake County pursuant to N.C. Gen. Stat. § 153A-122, to the fullest extent allowed by law.

Section 2. Section 34.03(B) of the Wake County Nondiscrimination Ordinance concerning bids or proposals submitted to Wake County shall not apply to the Town of Morrisville or within the Town's corporate limits. Except as provided herein, all provisions of the Wake County Nondiscrimination Ordinance shall apply without restriction.
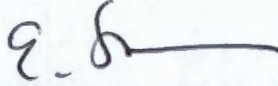
Section 3. This resolution is effective on the date of its adoption.

BE IT FURTHER RESOLVED, Town Council authorizes the Town Manager to execute the interlocal agreement that provides for the investigation and conciliation of complaints that may be made in relation to alleged violations of the non-discrimination ordinance.

Adopted this the 22nd day of March 2022.

TJ Cawley, Mayor

ATTEST:

Eric W. Smith, Town Clerk

APPENDIX D

Initial Budget Development

Town of Morrisville/HVM: Budget Proposal

Per the Memorandum of Agreement (MOA), each Collaborative team (government agency + community partner agency) is eligible for a one-time grant of up to $25,000 to begin implementing the plan. Both agencies shall determine how the dollars will be distributed between the two. The distribution will be memorialized in an amendment to the MOA.

See MOA for all conditions of eligibility that must be met in order to receive the grant, and for a list of ineligible expenses. Note: Approval of the Language Access Plan by local authorities and successful implementation of at least one recommendation from the plan must be completed and shared by Jan 2, 2025 in order to receive the funds.

Narrative

Describe how you plan to use the $25,000 including:
- Goals & objectives
- Timeline (may include benchmarks)
- Agency or agencies receiving funds and their responsibilities

Budget

If your team decides that more than one agency is to receive and administer funds, create a budget that clearly shows what line items they are responsible for and how much each agency will receive. The total should not exceed $25,000.

BUDGET ITEM	EXPENSE DESCRIPTION	COST	TOTAL
Welcoming/Partnerships Goal – Increase understanding and awareness of other cultures and language access inclusivity. Objectives: - Designate a Language Access Coordinator & Establish a Liaison Committee - Talk Starter Welcome Signs/Art in Prominent Locations Building Awareness & to Inform LEP Individuals of Rights to Request Assistance	Professional Services: Graphic & sign design Printing/Advertising	$3,500 $500	$4,000
Marketing & Outreach Goal – Develop a Brand to build energy around the Town's Language Access Plan/Program. Objectives: - Use all Communication Channels & Partners to Build Awareness Around Adopted Plan - Incorporate LAC Connections Through Town Events - Develop Orientation Videos for Town Programs & Services in Other Languages - Engage with Partners to Host Community Town Hall Events to Increase Awareness of Town Projects/Processes	Partner Support: Hindi Vikas Mandal collaboration and guidance with special events and community awareness campaign support Supplies Printing/Advertising	$2,000 $1,000 $2,000	$5,000

Program Access Goal – Create accessible programs and information resources that embrace a diverse and inclusive community. Objectives: - Establish & Maintain an Accessible Repository with Library and at Town Hall - Engage with Partners and Other Language Service Consultants for Interpretation and Translation Needs	Professional Services: Contracted interpretation & translation services Software/Subscription Based: Records management tools and application-based programs for quick translation	$4,000 $1,000	$5,000
Service Accessibility Goal – Improve resources that aid critical emergency situations/prevention and support other customer service aspects that educate and inform all residents and businesses bridging anxiety gaps to make genuine connections. Objectives: - Identify and Prioritize Vital Documents to Translate to other Languages - Incorporate Key Website Changes to Improve Access to Information	Professional Services: On-call translation services with for conversion of vital documents & website improvements	$5,000	$5,000
Staff Training & Tools Goal – Develop key resources and professional development of Staff that improves language access to information and services. Objectives: - Develop Quick Reference Cards - Engage with Partner to Develop Staff Training Sessions on Cultural Awareness, Key Situational Phrases, and Other Services	Partner Support: Hindi Vikas Mandal collaboration and guidance with staff training & cultural awareness programs Printing Supplies	$3,000 $2,000 $1,000	$6,000
Grant		TOTAL	$25,000

Distribution Plan:

- Check One to be distributed to our Partner Hindi Vikas Mandal in the amount of $5,000.

- Check Two to be distributed to the Town of Morrisville in the amount of $20,000.

The Town of Morrisville and our partners Hindi Vikas Mandal have a shared vision to engage in a collaborative and mutually beneficial manner to achieve desired outcomes through our Language Access Plan and identified budget to welcome and embrace our diverse and inclusive community.
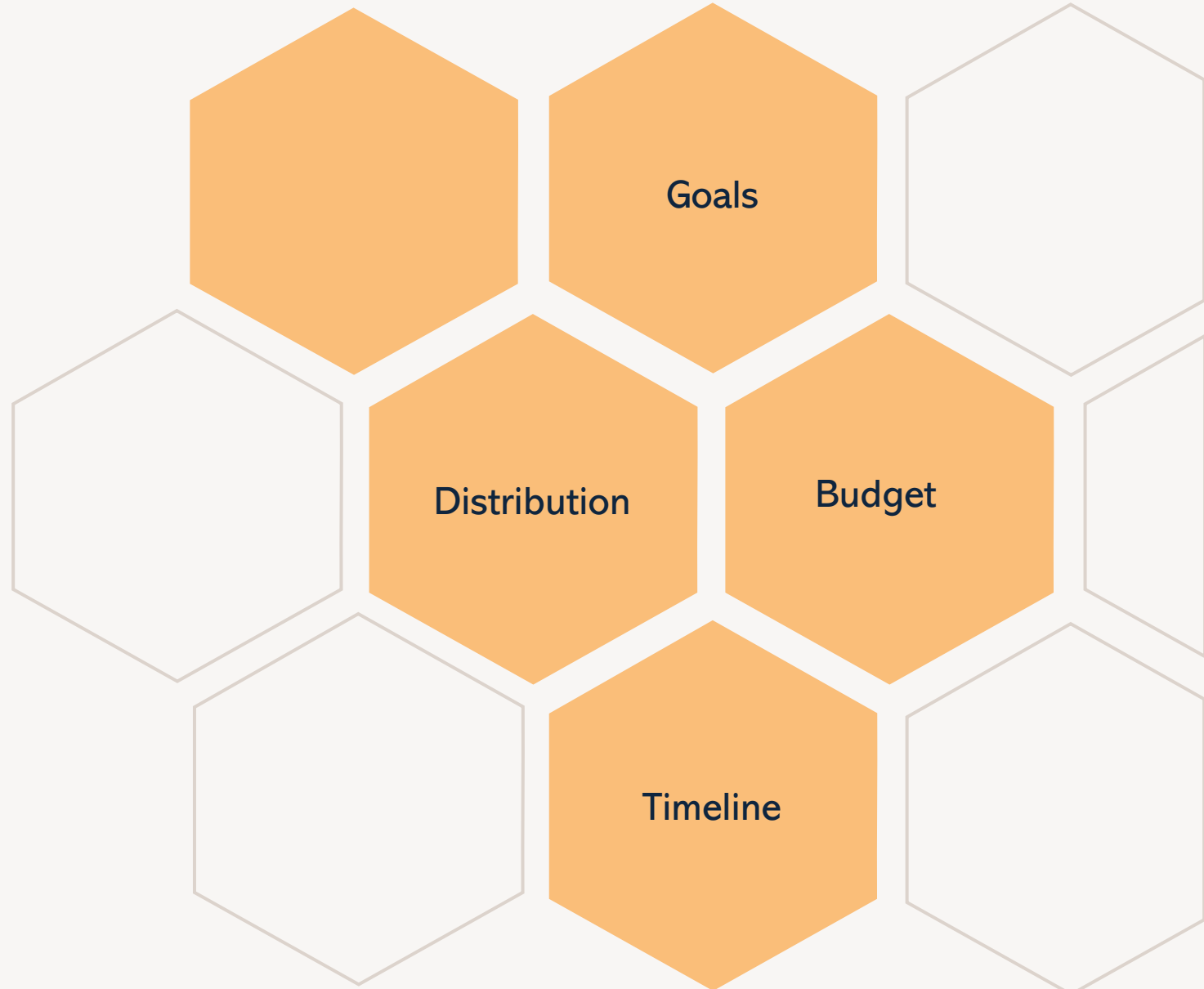
Completed: December 7, 2023

LAC Budget Development

- *Morrisville Team*

$25,000
Grand

Discussion Focus

Goals

Distribution

Budget

Timeline

Budget Proposal Template

Per the MOA, each Collaborative team (government agency + community partner agency) is eligible for a one-time grant of up to $25,000 to begin implementing the plan. Both agencies shall determine how the dollars will be distributed between the two. The distribution will be memorialized in an amendment to the MOA.

See MOA for all conditions of eligibility that must be met in order to receive the grant, and for a list of ineligible expenses. Note: Approval of the Language Access Plan by local authorities and successful implementation of at least one recommendation from the plan must be completed and shared by Jan 2, 2025 in order to receive the funds.

Narrative

Describe how you plan to use the $25,000 including:

- Goals & objectives
- Timeline (may include benchmarks)
- Agency or agencies receiving funds and their responsibilities

Budget

If your team decides that more than one agency is to receive and administer funds, create a budget that clearly shows what line items they are responsible for and how much each agency will receive. The total should not exceed $25,000.

BUDGET ITEM	DESCRIPTION	QUANTITY	COST	TOTAL
			TOTAL	$25,000

Budget Template Due Nov 1

Expense Types Not Eligible

- Alcohol
- Any expense not directly supporting the Plan
- Bad debt

- Costs incurred prior to the Effective Date of the MOA
- Good or services for personal use
- Equipment or other capital expenses

- Indirect costs in excess of 10% of the total budget
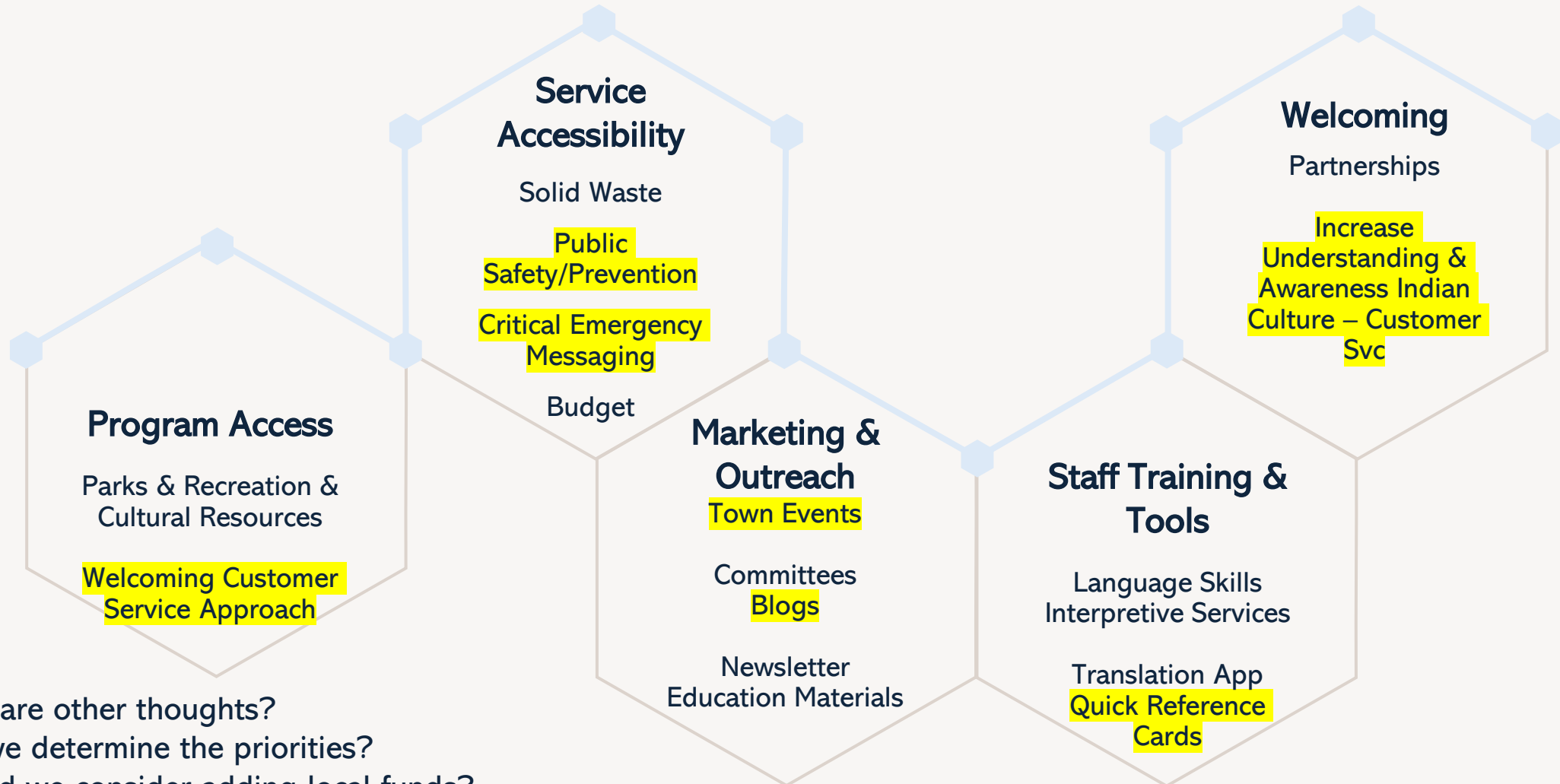- Lobbying
- Mortgage payments

Persons with Limited English Proficiency (LEP)

9% or 2,427 residents speak Asian and Pacific Islander (1,386) and Indo-European languages (900)

Languages	Population Estimate	Percentage
Total Population	26,656	--
Speak only English	15,598	58.5%
Speak languages other than English	11,058	41.5%
Speak English less than "very well" (LEP)	2,427	9.1%

Goals Brainstorming – Ideas from Survey

Service Accessibility

Solid Waste

<mark>Public Safety/Prevention</mark>

<mark>Critical Emergency Messaging</mark>

Budget

Welcoming

Partnerships

<mark>Increase Understanding & Awareness Indian Culture – Customer Svc</mark>

Program Access

Parks & Recreation & Cultural Resources

<mark>Welcoming Customer Service Approach</mark>

Marketing & Outreach
<mark>Town Events</mark>

Committees <mark>Blogs</mark>

Newsletter Education Materials

Staff Training & Tools
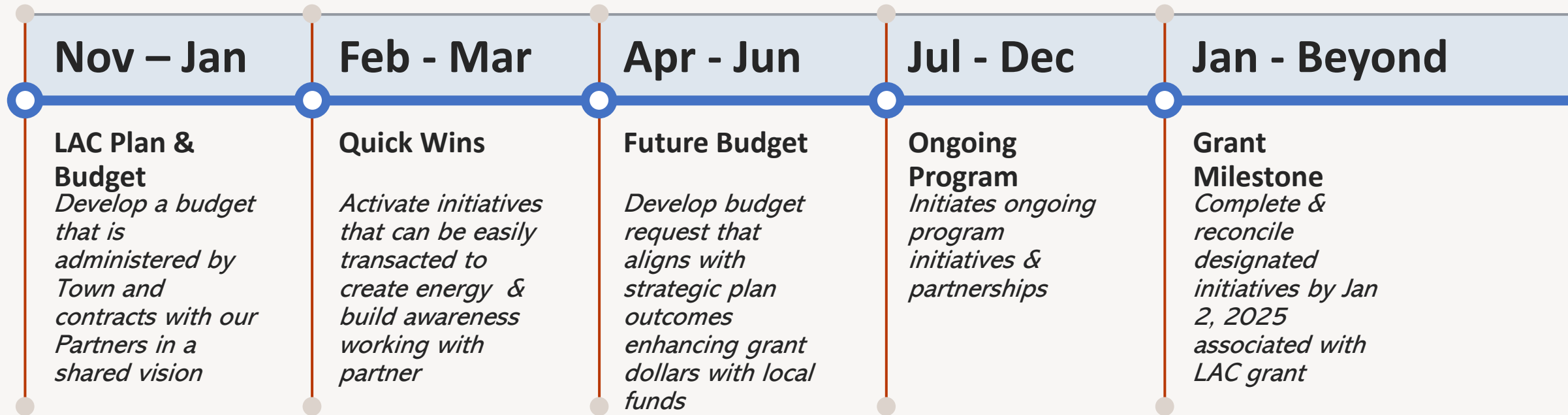
Language Skills Interpretive Services

Translation App <mark>Quick Reference Cards</mark>

What are other thoughts?
Can we determine the priorities?
Should we consider adding local funds?

6

Tentative Timeline Discussion

Nov – Jan	Feb - Mar	Apr - Jun	Jul - Dec	Jan - Beyond
LAC Plan & Budget	**Quick Wins**	**Future Budget**	**Ongoing Program**	**Grant Milestone**
Develop a budget that is administered by Town and contracts with our Partners in a shared vision	*Activate initiatives that can be easily transacted to create energy & build awareness working with partner*	*Develop budget request that aligns with strategic plan outcomes enhancing grant dollars with local funds*	*Initiates ongoing program initiatives & partnerships*	*Complete & reconcile designated initiatives by Jan 2, 2025 associated with LAC grant*

Summary

Agency & Community shall determine how the funds will be distributed between Agency & Community, and the distribution will be memorialized in an amendment of the MOA.

Full Draft Plan & Budget Due November 1

Discuss Next Steps

Thank you

APPENDIX E

Resolution 2024-52-0

Adopting the Language Access Plan

RESOLUTION 2024-52-0 OF THE MORRISVILLE TOWN COUNCIL ADOPTING THE LANGUAGE ACCESS PLAN

WHEREAS, the Town is committed to inclusivity and to building stronger community connections in as many ways as possible to expand effective engagement with individuals who live, work, play, and learn in our community. The Town's motto "Live Connected. Live Well" embraces this core ideal;

WHEREAS, Morrisville's population has increased from a population of 5,000 residents in 2000 to an estimated 32,000 as of July 2022. This rapid population growth has also expanded the Town's demographics including 46% Asian, 35% White, 10% African American, and 9% other and two or more races. Asian Indian is the Town's largest group in the Asian category representing approximately 36% of the Town's total population in 2020, a considerable increase from 20% in 2010; and

WHEREAS, over 41% of the Town's population speak languages other than English and at least 9% speak English less than very well; and

WHEREAS, with these unique characteristics, the Town is fully committed to adopting language access goals and objectives as an essential step in our journey to fostering an inclusive environment through effective communication with our entire community; and

WHEREAS, Three of the six goals in the Strategic Plan "Connect Morrisville" (Goal 3 – Engaged, inclusive community; Goal 5 – Operational excellence; Goal 6 – Economic prosperity), contain initiatives that reinforce and support the development of the Language Access Plan to further collaborate and connect with members of the community who speak languages other than English; and

WHEREAS, a Language Access Plan has been developed to serve as a commitment to effectively communicate with our entire community and to provide a foundation for a uniform and town-wide policy to provide meaningful access, free of charge, to serve persons who speak languages other than English; and

WHEREAS, Morrisville's Language Access Plan serves as an action-oriented implementation plan to ensure compliance with Title VI of the Civil Rights Act of 1964, which imposes legal obligations on the Town to take reasonable steps to ensure meaningful language access to community members seeking and using government services; and

NOW, THEREFORE, BE IT RESOLVED THAT THE MORRISVILLE TOWN COUNCIL hereby adopts the Language Access Plan to foster effective communication with the entire community by creating language bridges to ensure that no segment of our population is at a disadvantage to timely and accurate information from the Town.

BE IT FURTHER RESOLVED THAT THE MORRISVILLE TOWN COUNCIL, in compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, hereby establishes that the Town's language access policy is to:

1. Provide timely meaningful access for persons with limited English proficiency (LEP) to Town information, programs, and activities.
2. Provide language assistance services to LEP persons free of charge.
3. Make reasonable efforts to assess the need for language assistance.
4. Make reasonable efforts to provide language assistance services by qualified individuals.
5. Provide training to staff to equip them to inform members of the public that language assistance services are available.
6. Make reasonable efforts to translate vital documents.
7. Take any complaints received about language access seriously, investigate, and document appropriately.
8. Make reasonable efforts to identify a sustainable source of funding to support the continuous implementation of this policy.

Adopted this the 27th day of February 2024.

TJ Cawley, Mayor

ATTEST:

Michelle Parker-Evans, Interim Town Clerk

APPENDIX F
Blog Posts

Morrisville Involved in Language Access Collaborative Program

Aug. 9, 2023

Blog Post No. 1

The Town of Morrisville is a participant in the Local Government Language Access Collaborative, a one-year interactive course designed to build capacity for North Carolina local governments to communicate with residents in community languages. The Language Access Collaborative builds relationships between local governments and community partners, who must come together as a team to design a language access plan for their city, town, or county. Morrisville is joined in our efforts by Hindi Vikas Mandal (HVM), a community organization who is a part of the Hindu Society of North Carolina (HSNC). Because Morrisville's demographics include approximately 46 percent Asian Indian residents, and Hindi is the most spoken language other than English, the Town selected Hindi as the language to address in our language access plan.

Monthly activities began in January 2023 and will take place until January 2024. The program features seven virtual workshops and two in-person events in Chapel Hill. Following the completion of the course, which is administered by Building Integrated Communities (BIC) and funded by the Blue Cross and Blue Shield of North Carolina Foundation, the local government teams will be eligible for funding to assist with the implementation of their language access plan. At least one component of the language access plan must be completed by Jan. 2, 2025.

Communities joining Morrisville in the collaborative are Apex, Buncombe County, Concord, High Point, New Hanover County, Raleigh, Wilmington, and Winston-Salem.

Members of the Town of Morrisville staff involved in the course include Town Manager Martha Paige, Deputy Town Manager Brandon Zuidema, Assistant Town Manager Giselle Rodriguez-Villanueva, Director of Management Services Jeanne Hooks, and Communications & Outreach Director Wil Glenn. HVM participants are Program Coordinator Arundhati Baba and Program Coordinator Sushma Maheshwari.

In addition to the monthly virtual workshops, which include all the local governments and community partners, the Morrisville group has been regularly having lunch meetings between workshops to strategize and prepare important pieces for the language access plan.

This has also become a Town-wide effort as we assess our programs and services to identify a plan that brings value to the community and increases their access to key services.

In Morrisville, we embrace our cultural diversity. Language access is an essential step in our journey.

Please contact Wil Glenn at wglenn@townofmorrisville.org to share input or thoughts about the Language Access Collaborative program.

मोरिसविल की Language Access Collaborative Program में सहभागिता\भागीदारी

मोरिसविल शहर की स्थानीय सरकार Language Access Collaborative program में एक प्रतिभागी है, इसमें एक वर्ष का पाठ्यक्रम नॉर्थ कैरोलाइना की स्थानीय सरकारों के लिए क्षमता उत्पन्न करने हेतु बनाया गया है, ताकि समुदाय में प्रयोग होने वाली भाषाओं में निवासियों से वार्तालाप किया जा सके| Language Access Collaborative Program स्थानीय सरकार और समुदाय के भागीदारों के मध्य सम्बन्ध बनाता है, जिन्हें अपने शहर, कस्बा (टाउन) या काउन्टी के लिए एक Language Access Plan को डिजाइन करने के लिए एक टीम के रूप में मिलकर काम करना चाहिए| मोरिसविल हिन्दी विकास मण्डल (HVM) के द्वारा हमारे प्रयासों में शामिल है, जो नॉर्थ कैरोलाइना के हिन्दू सोसाइटी (HSNC) का एक हिस्सा है| क्योंकि मोरिसविल की जनसांख्यिकी (Demographics) में लगभग 46 प्रतिशत एशियाई भारतीय निवासी हैं और हिन्दी अङ्ग्रेज़ी के अलावा सबसे ज्यादा बोली जाने वाली भाषा है, इसलिए इस शहर ने हमारे Language Access Plan को सम्बोधित करने के लिए हिन्दी को भाषा के रूप में चुना है|

इस कार्यक्रम की मासिक गतिविधियां जनवरी 2023 में शुरू हुईं जो जनवरी 2024 तक चलेंगी| इस कार्यक्रम में सात आभासी कार्यशालाएँ (Virtual workshops) और दो व्यक्तिगत (In- person) घटनाक्रम\इवेंट्स चैपल हिल में होंगे| पाठ्यक्रम के पूरा हो जाने के बाद, जो बिल्डिंग इंटीग्रेटेड कम्युनिटीज़ (BIC) द्वारा प्रशासित और नॉर्थ कैरोलाइना के ब्लू क्रॉस और ब्लू शील्ड फ़ाउंडेशन द्वारा वित्त पोषित है, स्थानीय सरकारी टीम अपने Language Access Plan के कार्यान्वयन में सहायता हेतु अनुदान देने के लिए पात्र हो जाएगी| इस Language Access Plan का कम से कम एक घटक 2 जनवरी,2025 तक पूरा हो जाएगा|

मोरिसविल में शामिल होने वाले अन्य समुदाय Apex, Buncombe county, Concord, High Point, New Hanover County, Raleigh, और Winston-Salem हैं|

इस पाठ्यक्रम में शामिल होने वाले मोरिसविल टाउन के सदस्य कर्मचारीगण हैं- नगर प्रबन्धक मार्था पेग, उप नगर प्रबन्धकर ब्रैंडन जुईडेमा, सहायक नगर प्रबन्धक मैनेजर जिजेल रोड्रिग्ज विलेनुएवा, प्रबंधन सेवा निदेशक जीन हक्स और संचार और आउटरीच निदेशक विल ग्लेन हैं| HVM प्रतिभागियों में HVM हिन्दी पाठशाला की कार्यक्रम समन्वयक अरुंधती बाबा और सुषमा माहेश्वरी हैं|

मासिक कार्यशालाओं के अलावा जिसमें सभी स्थानीय सरकारें और सामुदायिक भागीदार शामिल हैं, मोरिसविल समूह ने रणनीति बनाने और Language Access Plan के महत्वपूर्ण हिस्सों की तैयारी करने के लिए कार्यशालाओं के बीच नियमित रूप से दोपहर के भोजन की बैठकें आयोजित करना आरम्भ किया है|

साथ ही यह एक ऐसा शहरव्यापी प्रयास बन गया है जिसके द्वारा जैसे ही हम किसी योजना की पहचान के लिए अपने कार्यक्रमों और सेवाओं तक पहुँचते हैं, वह समुदाय के लिए महत्व लाता है साथ ही प्रमुख सेवाओं तक उनकी पहुँच को बढाता है|

मोरिसविल में हम अपनी सांस्कृतिक विविधिता को दिल से अपनाते हैं| Language Access Plan हमारी यात्रा में एक आवश्यक कदम है|

Language Access Collaborative Program के बारे में अपना इनपुट या विचार साझा करने के लिए विल ग्लेन को wglenn@townofmorrisville.org पर संपर्क करें|

Morrisville Submits Language Access Plan Draft and Budget

Nov. 21, 2023

Blog Post No. 2

The Town of Morrisville, along with its community partner (Hindi Vikas Mandal), is continuing its efforts in the Language Access Collaborative program.

On Oct. 19, Language Access Coordinator Susan Clifford visited with the Morrisville team during its monthly team meeting to provide guidance on the draft language access plan and budget, which was submitted for review on Nov. 1.

On Nov. 16, Clifford made herself available to meet virtually with the Morrisville team to answer any questions and review the draft language access plan and budget.

On Nov. 21, each local government and their community partner were required to present their draft plans during the monthly virtual workshop. Each team had co-presenters: one representative from the government entity and one from the community partner agency. Presentations included proposed policies and the proposed language services structure. Discussions were held following the presentations.

Morrisville's draft language access plan includes the following components:

- Departmental Assessment
- Stakeholder Engagement
- Language Data Collection
- Strategic Languages
- Accessibility and Inclusion
- Policies
- Procedures
- Action Plan

The Town of Morrisville's language access plan will serve as an action-oriented implementation plan to ensure compliance with Title VI of the Civil Rights Act of 1964, which prohibits recipients of federal financial assistance, including a local government and its departments, from discriminating because of race, color, or national origin in the provision of any program or activity. Under Executive Order 13166, the federal government interprets discrimination based upon national origin to include failure to ensure that persons who have "limited English proficiency" (LEP) can effectively participate in, or benefit from, federally assisted programs. Therefore, persons who, because of national origin, speak languages other than English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI to receive a particular service, benefit, or encounter.

Providing language access in Morrisville is more than a federal mandate. It is important to the Town because we are committed to inclusivity and to building stronger community connections in as many ways as possible to expand effective engagement with those who live, work, play, and learn in our community.

Contact Wil Glenn at wglenn@townofmorrisville.org to share input or thoughts about the Language Access Collaborative program.

APPENDIX G

Language Access Collaborative
Vital Documents Guidance

Tips on Vital Documents

Title VI of the Civil Rights Act of 1964 and its regulations (Title VI) require each recipient of federal financial assistance to take **reasonable steps to provide meaningful access** to a person with limited English proficiency (LEP). For translations of written and digital content, you can determine what is "reasonable" by identifying the "vital documents or information" and into which "strategic languages" they need to be translated. *See* 28 C.F.R. § 42.405(d)(1) ("Where a significant number or proportion of the population…needs service or information in a language other than English…the recipient shall take reasonable steps…to provide information in appropriate languages to such persons.")

Vital documents or information refer to print or digital content that affect a person's access to a recipient's programs, services, or benefits. By strategic languages, we mean non-English languages spoken by substantial populations and that are persons who are LEP (i.e., speak English "less than very well" based on U.S. Census data.)

The items below can help you identify vital documents or information and select your strategic languages for translation.
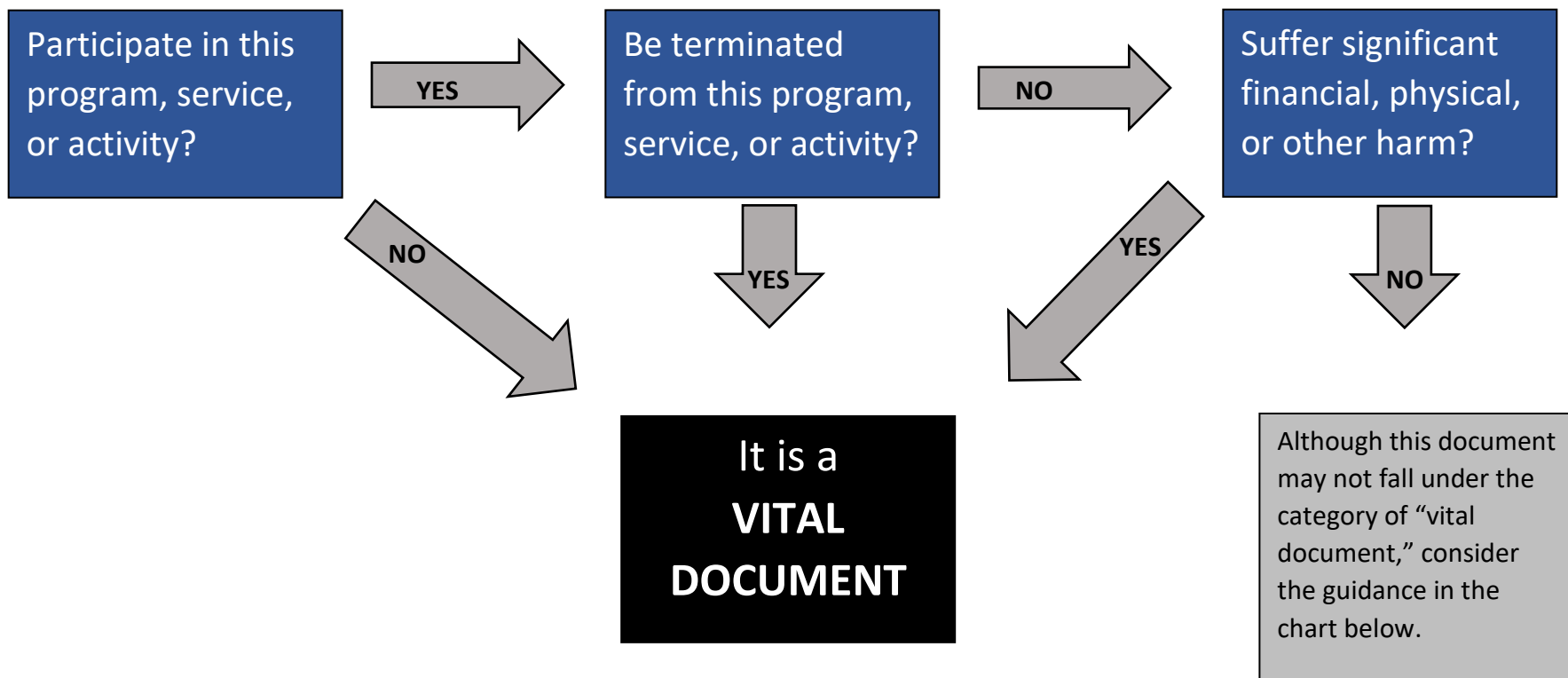
Vital Documents or Information

The U.S. Department of Justice has explained "[w]hether or not a document (or the information it solicits) is 'vital' may depend on importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner." Generally, vital documents or information refers to items that "affect access to, retention in, or termination or exclusion from a recipient's program services or benefits." (U.S. Department of Health and Human Services). These may include:

- Applications for programs or services
- Consent forms
- Complaint/feedback forms
- Intake forms
- Release or waiver forms
- Notices pertaining to eligibility for benefits, programs, and services
- Notices pertaining to rights, requirements and responsibilities, as well as the reduction, denial, loss or decrease in services or benefits
- Time-sensitive letters and notices that required a response or action from the person with limited English proficiency
- Actions affecting parental custody or child support
- Written tests that evaluate competency for a particular license, job or skill for which knowing English is not required
- Documents that must be provided by law
- Notices regarding the right to and availability of free language assistance services for individuals with limited English proficiency
- Notices of hearings, depositions, investigations, or litigation-related deadlines
- Notices of disciplinary action

- Conditions of settlement or resolution agreements
- Emergency, fire, and public safety information during major disasters and public health emergencies
- Depending on their services, agencies may identify additional or different documents that they classify as vital.
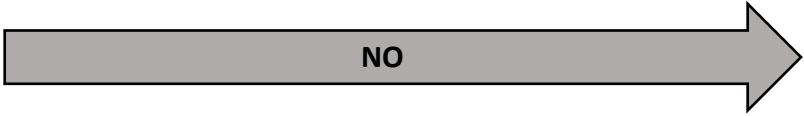
See U.S. Department of Labor, Vital Information.

If a document does not fall into one of the categories listed above, or if you are unclear if it would qualify as vital, use this decision tree as a guide.

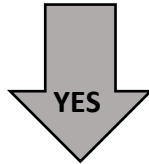## If someone cannot understand the information in the document, could they:

| Participate in this program, service, or activity? | →YES→ | Be terminated from this program, service, or activity? | →NO→ | Suffer significant financial, physical, or other harm? |

Participate in this program, service, or activity? →NO→

Be terminated from this program, service, or activity? ↓YES

Suffer significant financial, physical, or other harm? ↘YES↙

Suffer significant financial, physical, or other harm? ↓NO

It is a VITAL DOCUMENT

Although this document may not fall under the category of "vital document," consider the guidance in the chart below.
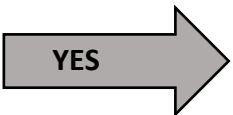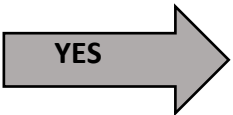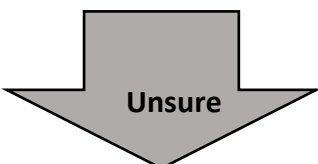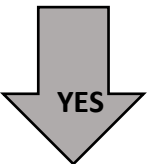
Is this a VITAL DOCUMENT?

NO → Even if it's not required, providing documents in language other than English helps to advance **RACIAL EQUITY** in our communities.

Translation will be beneficial if you answer **YES** to 1 or more of the factors below:

- **CLIENT POPULATION**: Do communities who speak languages other than English (LOTE) regularly use this service or program?

- **FORMAT**: Is translation the most effective way to communicate the message? What do community leaders and other liaisons say?

- **DEMAND:** Has the document/content been requested or recommended for translation by a community-based organization or partner?

- **RELIANCE ON SERVICES:** Do communities who speak LOTE rely on these services?

- **CONSISTENCY & LONGEVITY:** Will the content remain consistent over time?

- **AVAILABILITY OF RESOURCES:** Do you have the necessary resources, time, and budget to translate the material?

YES ↓

TARGET AUDIENCE

Is this a project targeting a specific community that speaks LOTE?

YES →

LANGUAGE PREVALENCE

Does this project pertain to a specific neighborhood or part of the county or city where residents speak LOTE?

YES →

Would translation be the most effective means of conveying this message?

YES ↓

Translate the document into the written language of that community.

Unsure ↓

Consult with community-based organizations or leaders & review best practices sheet for additional forms of communication before deciding about translation.

Four-factor Analysis

Using the four factors below, an agency can determine which strategic languages to focus on when translating vital documents:

1) Number or proportion of persons with limited English proficiency (LEP) served or encountered in the eligible service populations
2) The frequency with which individuals with LEP come in contact with the recipient's program, activity, or service
3) The nature and importance of the recipient's program, activity, or service
4) The resources available to the recipient and costs.

Safe Harbor

The Safe Harbor guideline is another tool that can help select strategic language groups for translation of vital documents. Safe Harbor includes the following parameters:

1) 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered
2) If there are fewer than 50 people in a language group that meets the 5% trigger above, the recipient instead can provide translated written notice of the right to receive competent oral interpretation of vital documents, free of cost.

Regardless of the Safe Harbor guideline, an agency may choose to, based on the four-factor analysis, provide written translations of vital documents into certain strategic languages. For example, a county department may choose to translate health care documents into the top languages spoken by newly arriving refugees due to the nature and importance of the program, even if that population is small and does not fall under the Safe Harbor guideline above.

Specific Health Care Considerations

For covered entities that operate health care programs or activities, Section 1557 of the Affordable Care Act (ACA) has specific requirements in terms of multilingual notices and taglines that must be followed. Section 1557 requires "a covered entity to inform individuals with limited English proficiency (LEP) about the availability of language assistance services by providing taglines. Taglines are short statements written in non-English languages that indicate the availability of language assistance services free of charge.[1]

Section 92.8(d)(1) of the regulation requires a covered entity to post taglines in 'at least the top 15 languages spoken by individuals with limited English proficiency of the relevant State or States' in significant publications and communications, in physical locations, and in a location accessible from the home page of the covered entity's website.[2] For publications and communications that are significant and small-sized, § 92.8(d)(2) requires taglines to be posted in 'at least the top two languages spoken by individuals with limited English proficiency of the relevant State or States.'[3]" (See HHS Guidance on ACA Required Taglines and Notices.)

HHS provides entities with pre-translated notices and taglines for 50 languages here: https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html.

Team Reviews

It is recommended that agencies form a team to identify vital documents and select strategic languages together. Those team members may include:

1) Language Access Coordinator
2) Interpreters/Translators
3) Legal Counsel within city/county attorney's office
4) Key directors, managers and/or frontline staff
5) Community liaisons or partners.

It is also recommended that government agencies regularly:

1) Review language data for their populations
2) Use the four-factor analysis and Safe Harbor guideline above to select current strategic languages
3) Create and maintain an inventory of vital documents, as well as a policy and procedure for document revisions, translations, and periodic review in determining what is considered vital.

Additional Resources

- For further guidance on vital documents visit: LEP.gov.
- For more specific guidance in terms of emergencies, housing, health care, courts, and transportation, visit: Federal Emergency Management Agency (FEMA), Housing and Urban Development (HUD), Health and Human Services (HHS), Health Resources and Services Administration (HRSA), Department of Justice (DOJ), and Department of Transportation (DOT.)
- For further guidance on accessibility and accommodation guidelines related to disabilities visit: Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

Morrisville

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LANGUAGE ACCESS PLAN
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