

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: PRESENTATION

Meeting Date: March 11, 2025

Item Details

Presenter(s): Linda Graham Jones, Director

Kristy Nguyen, Language Access and Community Coordinator

Department(s): Diversity, Equity, and Inclusion

Requested Motion

Receive as information an update on the progress and implementation of the Language Access Plan town wide.

Approval Recommended?

N/A

Item Details

On April 23, 2024, the Town Council adopted the Town's first Language Access Plan (LAP) and authorized the implementation of several recommendations included in the plan. The purpose of this agenda item is to provide the elected body and members of the public with an update on the implementation of the Town's Language Access Plan (LAP). The Town's Language Access Team, comprised of Town Staff and our community partner, Fiesta Cristiana, conducted a survey which identified the Town's most popular languages which are Spanish and Chinese.

The initial presentation referenced a phased approach for the implementation. The following phase are included:

Phase 1: Establishing Core Language Services

- Identify language needs, translate vital documents, and manage interpretation and translation requests

Phase 2: Strengthening Foundations

- Integrate language access into Town operations by raising awareness of services, providing staff training, establishing a repository of resources, and setting proficiency standards for bilingual/multilingual staff

Phase 3: Expansion and Refinement

- Refine outreach and communication to expand language services

Phase 4: Ongoing Monitoring and Evaluation

- Evaluate and review the plan to monitor progress and adjust plan as needed

Attachments

- PR1-A1: PowerPoint Presentation – Language Access Plan Update
- PR1-A2: Language Access Plan – One-Pager Handout

