

TOWN OF APEX LANGUAGE ACCESS PLAN



Ensuring Meaningful Access

The Town of Apex is dedicated to delivering exceptional public service, fostering opportunities for all to thrive. The Language Access Plan (LAP) ensures meaningful access to town services and programs, regardless of language preference or English proficiency.

**11% OF APEX
RESIDENTS ARE BORN
OUTSIDE OF THE US ***



Did you know?

- **22%** of Limited english proficiency speakers speak Spanish
- **28%** speak Asian and Pacific Island languages *

Why language access?



BETTER COMMUNICATION

Residents will be able to communicate with the town in their preferred language, reducing barriers to access



EMPOWERMENT & INCLUSION

Ensures all residents can participate fully in community life, making the town more inclusive and welcoming



EQUAL OPPORTUNITIES

Language access ensures all residents have access to resources, support, and programs that enhance their quality of life

Top 5 languages spoken in Apex *



Spanish - 9.9%
Chinese - 5.9%
Telugu - 5.3%
Hindi - 3.7%
Russian - 1.9%

KEY DEFINITIONS



Translation:

The process of converting written text from one language to another



Interpretation:

The process of converting messages from one language to another orally

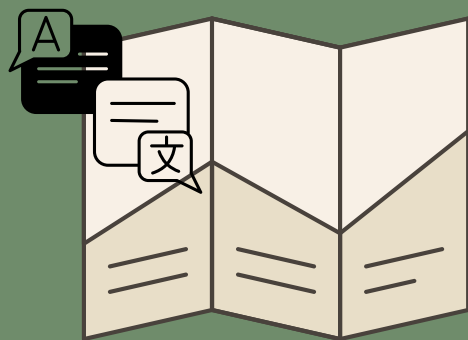
LEARN MORE



Scan the QR code or visit
www.apexnc.org/LAP

* Source 2021 & 2022 ACS 5-Year Estimates

What is the Town doing to implement the Language Access Plan?



1

NOTICE OF AVAILABILITY FOR LANGUAGE ASSISTANCE

Ensure reasonable actions to notify individuals of their **right to language assistance services**

2

INTERPRETATION & TRANSLATION

Use qualified interpreters and translators to provide language services **free of charge**



3

STAFF & TRAINING

Provide staff with **training and education** on language access and support for bilingual/multilingual staff

4

ACCOUNTABILITY & DATA COLLECTION

Continuously **collect information** about limited English proficiency individuals served by the Town



5

MONITORING & UPDATING THE PLAN

Town of Apex language plan will be **assessed and updated** annually