

Language and Hearing Impaired Access

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Board Goal GG 2.2

Board approved new goal in 2022,

Communicate government proceedings and services by advancing language access, including non-English and sign languages.

Goals for Today's Discussion

- Share draft administrative policy
- Update on Board proceedings accessibility
- Share next steps

Recap GG Committee presentation

- Wake County is already providing services to the LEP and HI communities
- Need to build on existing policies and practices, expand our best practices throughout County departments
- Need to establish organization-wide policy to standardize expectations and practices

Take Aways from Committee

- Committee expressed comfort with policy principles
- Support plans for this first phase, explore expanding options in the future
- Commissioners expressed that, where possible, implement steps more quickly

Input from Stakeholders

El Centro Hispano

- “...works to strengthen the community, build bridges, and advocate for equity and inclusion.”
- Staff very supportive of County efforts
- Offered to discuss outreach efforts and future steps

Disability Rights NC

- “Legal advocacy agency that fights for the rights of people with disabilities in North Carolina.”
- Staff very supportive of County efforts
- Offered to discuss outreach efforts and future steps

Input from Stakeholders

El Pueblo

- “...organizing, and direct action so that the Latin American community and other marginalized communities control our own stories and destinies.”
- Staff very supportive of County efforts
- Shared opportunities to continue relationship building around community needs

NC Asian Americans Together

- “...envision a socially conscious and informed society that integrates greater participation and representation by Asian Americans.”
- Staff interested in learning about opportunities to partner with County efforts



Draft Policy for Hearing Impaired and Limited English Proficiency Accessibility

Policy Components

- Organization-wide policy will address:
 - Expectations set by Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act
 - Operationalize language assistance measures and services
 - Supports the development of individualized language access plans for departments and divisions
 - Complements existing processes and services
 - Allows for collaboration with LEP communities and stakeholders
 - Differentiate support for language accessibility and hearing impaired

Policy Principles

- Organization-wide policy will address:
 - Staff compliance and responsibilities
 - Staff training on policies and procedures for managers, frontline staff, bilingual staff, and translators
 - Identification and assessment of LEP communities
 - Directive on performance measurement, monitoring, and oversight
 - Expand services in a cost-effective manner

Policy Principles

- While standardizing expectations, organization-wide policy will be flexible:
 - Organizational units will rely on encounter data
 - Customer-facing departments vs. internal service departments
 - Life safety services vs. recreational services
 - Different populations in different parts of the County

Next Steps with Policy

- Your feedback by this Friday November 18
- Continue administrative review with County Attorney and staff
- Planning for implementation

A stylized, light blue map of Wake County is centered in the background of the slide. The map shows the county's irregular shape with various indentations and protrusions.

Board Proceedings

Hearing-Impaired, Policy Principles

Agenda and Minutes

N/A
(but staff will test this assumption)

In-Person Meetings

Define services and technology provided with advance request

Provide services for two-way participation

Advertise all services and request processes

Streaming/RTN

Provide close-captioning functionality on at least one streaming platform

Provide close captioning option on RTN

Limited English Proficiency, Policy Principles

Agenda and Minutes

Define translation services available with advance request (languages available, lead time for requests, etc.)

Identify post-meeting service levels

Link service levels to County-wide policy

In-Person Meetings

Define services and technology provided with advance request

Provide services for two-way participation

Advertise all services and request processes

Streaming/RTN

Provide translation functionality on at least one streaming platform

Board Proceedings: Priority Steps

- Provide close captioning on RTN broadcast
 - English and Spanish
- Provide streaming broadcast with close captioning
 - English and Spanish
- Use the new HHS vendor contract to provide
 - Translation for agenda documents, when requested
 - Language choices to be determined
 - Two-way translation services at Board meetings
 - ASL will be an option, language choices to be determined

Challenges to Implementation

- Carefully selecting technology and implementation approaches
 - Technology and approach needs to be expandable
 - Support volume based on demand
 - Support more languages based on trends and demand
 - Technology used must be adaptable, work with current and future Board management software
- Supply chain for necessary equipment
- New translation services vendor, County staff implementing now



Wrap-up and Next Steps

Next Steps...

- Today – Commissioner update
- Fine-tune and adopt administrative policy
- Continue “product testing” for Board proceedings and implement Winter 2023
- As services come online, outreach to stakeholder groups