



Alachua County Language Access Policy, Plan and Progress

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Sustainability, Equity & Economic Development Strategies**

Agenda

1. Immigrant and language access coordination context
2. Describe the Alachua County language access plan
3. Discuss project phases
4. Present Language Access Working Group proposal
5. Recommendations to the Board

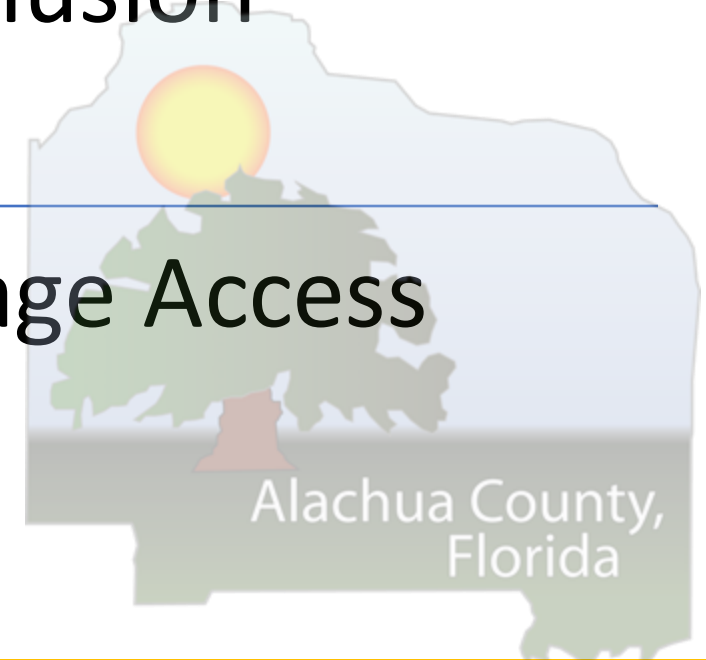


Board Actions, Federal Policies

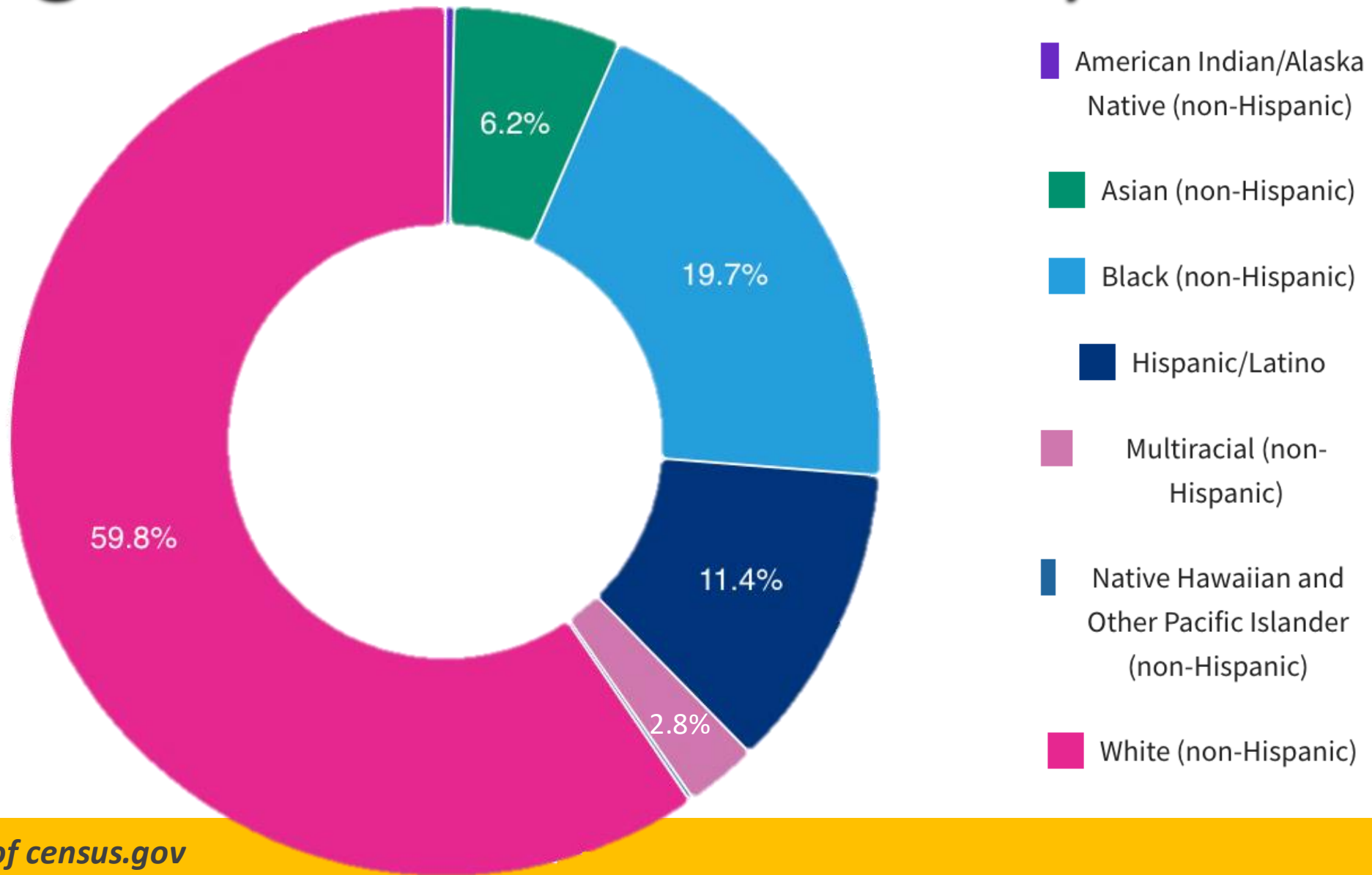
Title VI & EO 13166

Gainesville Immigrant Neighbor Inclusion Initiative (GINI)

Hiring of the Immigrant and Language Access Coordinator



Immigrants in Alachua County



Languages Spoken in Alachua County

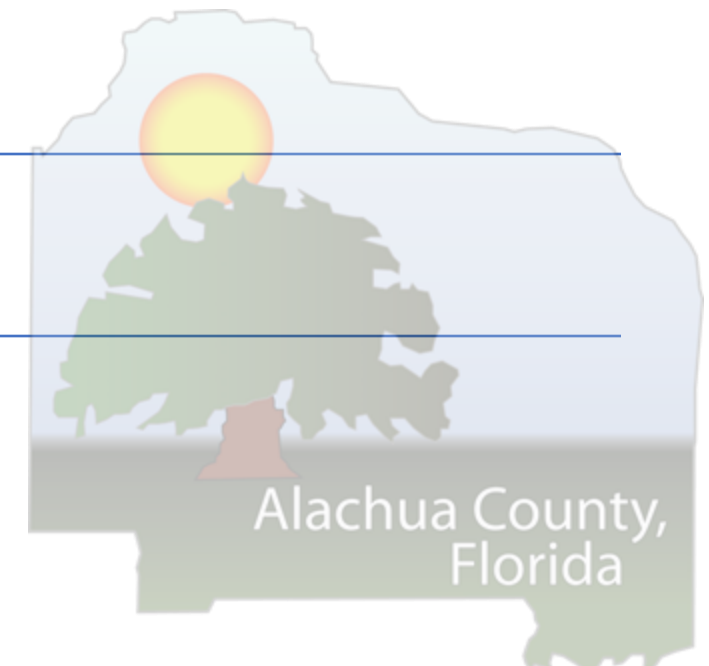
Spanish

Haitian Creole

Mandarin Chinese

Portuguese

Farsi



Gainesville Immigrant Neighbor Inclusion Initiative

- Collected 600+ signatures for a petition to enhance language access in public schools
- Advocated for interpretation lines at City, County, and public school system
- Successfully lobbied for immigrant liaison positions at City and County levels



SUNNYVALE TECHNOLOGY

Sunnyvale taps AI to translate public meetings

 by B. Sakura Cannestra



APRIL 4, 2024



Sunnyvale is piloting an artificial intelligence-based translation service upon request for public meetings. File photo.

Civic inclusion

By breaking down language barriers through real-time translation services and multilingual chatbots, Sunnyvale's initiative creates a more welcoming and inclusive environment where all residents can fully participate in civic life, fostering community cohesion and unity.

Language Access Plan

- Purpose and Authority
- Staff Compliance
- Language Access Measures
- Recommendation



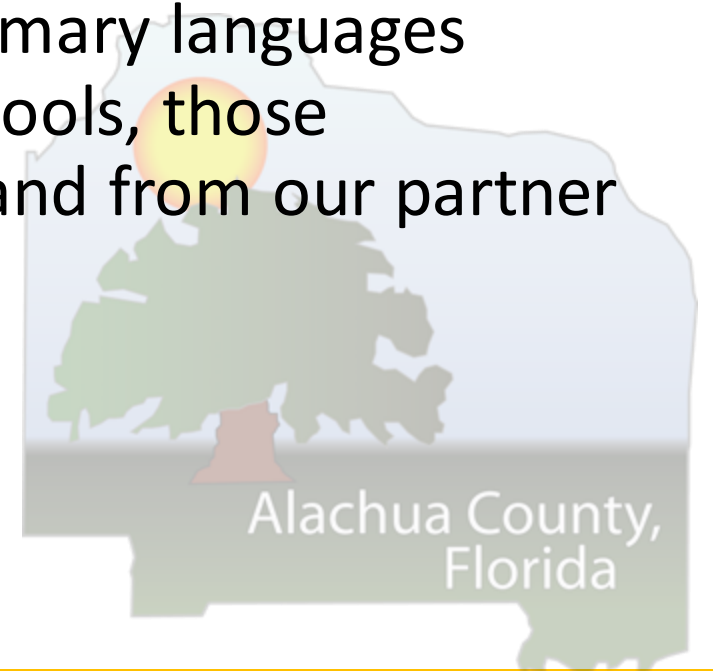
Purpose and Authority

- Establish effective guidelines in accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166
- Provide direction for Alachua County employees when interacting with individuals with limited English proficiency (LEP)
- Ensure meaningful access to all county services, programs, and activities



Immigrant Support and Staff Compliance

- Alachua County will offer free language assistance services to LEP individuals upon encounter or request.
- Departments can choose between using a certified professional vendor or an in-house interpreter
- Language needs will be determined based on primary languages spoken by students in Alachua County Public Schools, those requested through our communications center, and from our partner organizations



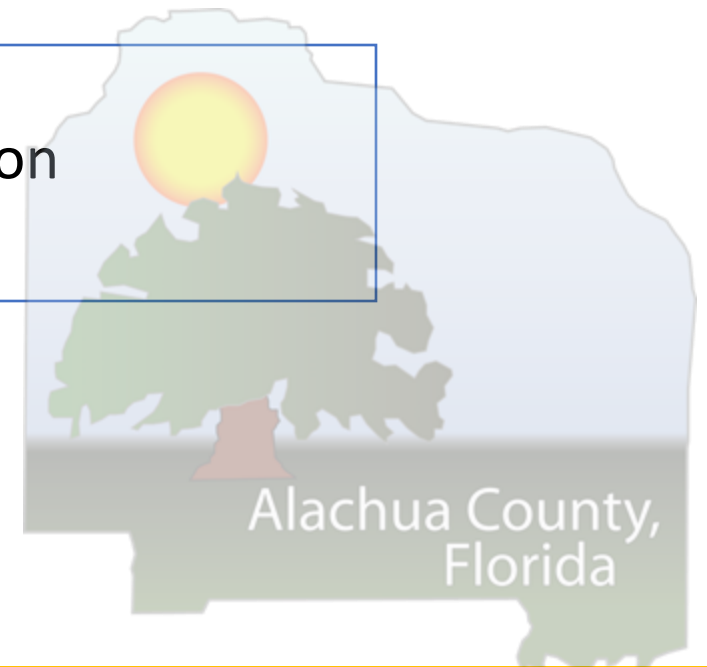
Language Access Measures

Interpretation Services:

- Live, simultaneous over-the-phone interpreting.
- Designation of qualified interpreters

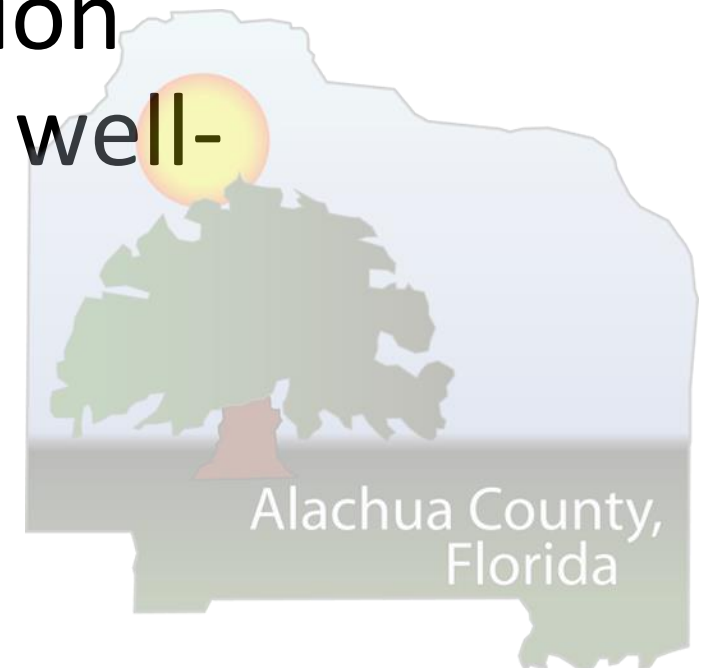
Translation of Vital and Necessary Documents:

- Prioritization of translation for vital documents based on importance and consequences to LEP individuals.

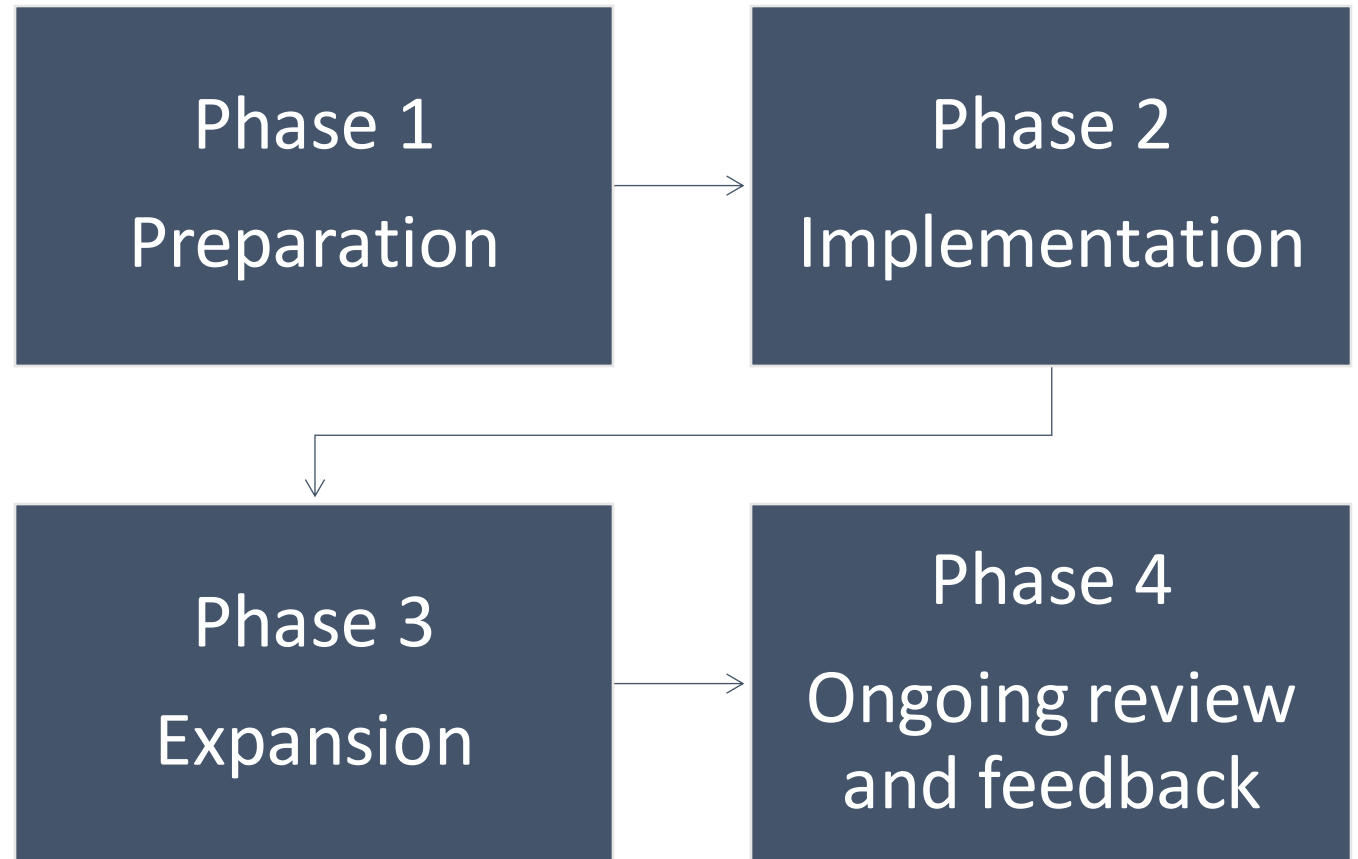


Emergency Notices, Press Releases, Social Media

- Emergency notices will be translated promptly into languages spoken by significant portions of our community to facilitate effective communication and ensure everyone's safety and well-being.



Language Access Plan Rollout



Phase 1: Jan 2024 – May 2024

01

Assessment

Department survey and evaluation of current measures

02

Planning

Individual department meetings
Language Access plan draft feedback sessions

03

Site Development

Create process to pilot and implement prior to hard launch

Solutions



Met with public-facing departments to better understand existing language challenges

Added Google Translate extension to RecDesk & Growth Management sites

Delivered multilingual press releases with important county information, emergency notices, and health alerts

Phase 2: Jun 2024 –Sept. 2024

01

Translation of Vital Documents

Begin the translation of most critical written documents

02

Launch Language Access Site Pilot

Focused site testing to optimize processes and ensure pilot success

03

Expand Over-the-Phone Interpretation services

Gather feedback on existing services and processes

04

Create Language Access Working Groups

Identify critical stakeholders throughout the organization and community

Phase 3: Oct 2024 – Jun 2025

01

Partnership with Organizational Development & Training

Create training program and rollout plan

02

Introduce training workshops for staff

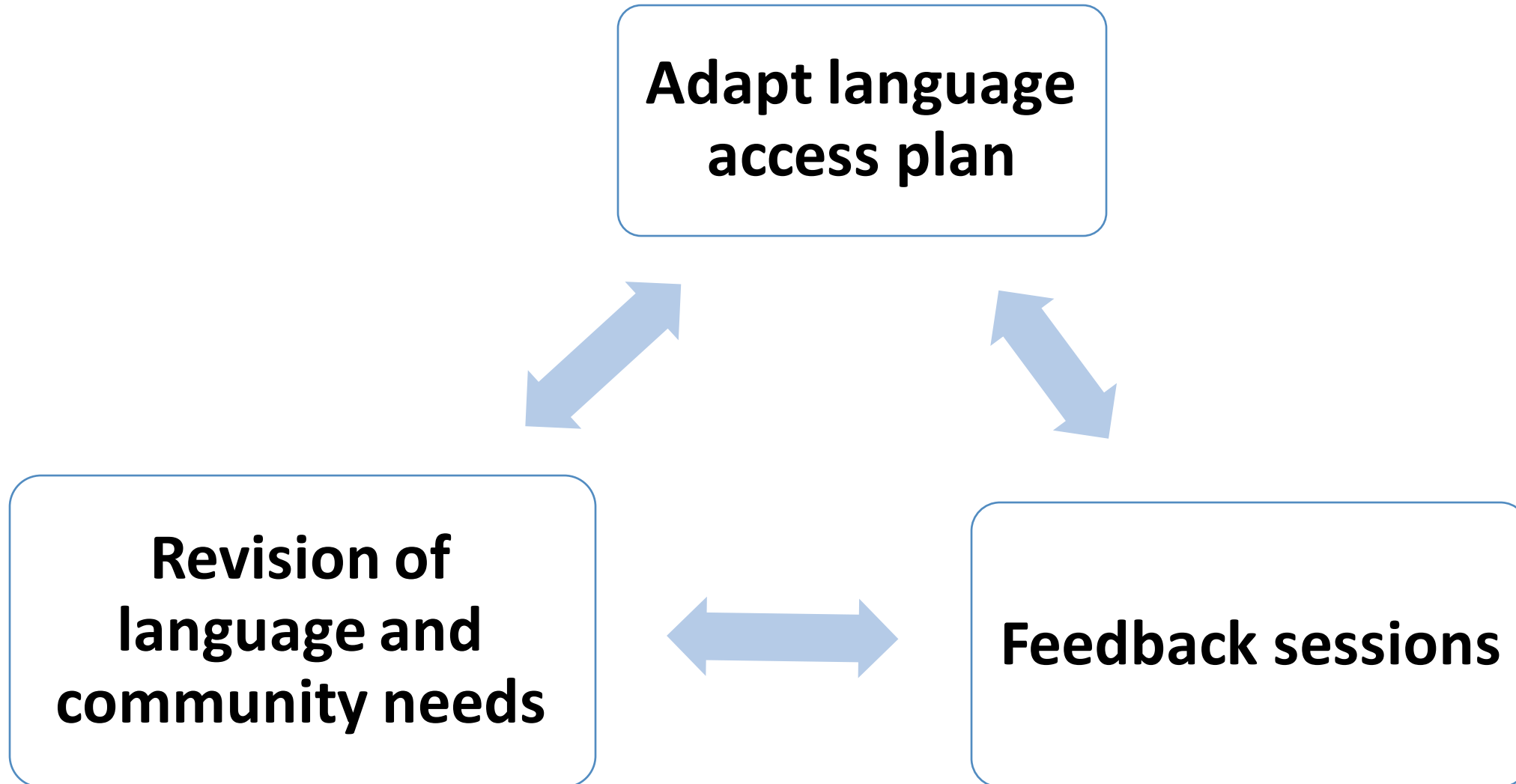
Implement training plan tailored per position or seniority

03

Community Engagement

Expand knowledge and usage of resources among most vulnerable populations

Phase 4: Ongoing review and feedback



Language Access Working Group

Core Team



Extended Team



Recommendation

Adopt Language Access Policy.