



# Alachua County Language Access Policy, Procedure & Roll Out Plan

**Gracia Fernandez, Immigrant and Language Access Coordinator  
Sustainability, Equity & Economic Development Strategies**

# Agenda

1. Immigrant and language access coordination context
2. Describe the Alachua County language access policy
3. Discuss project phases
4. Recommendation to the Board



# Board Actions, Federal Policies

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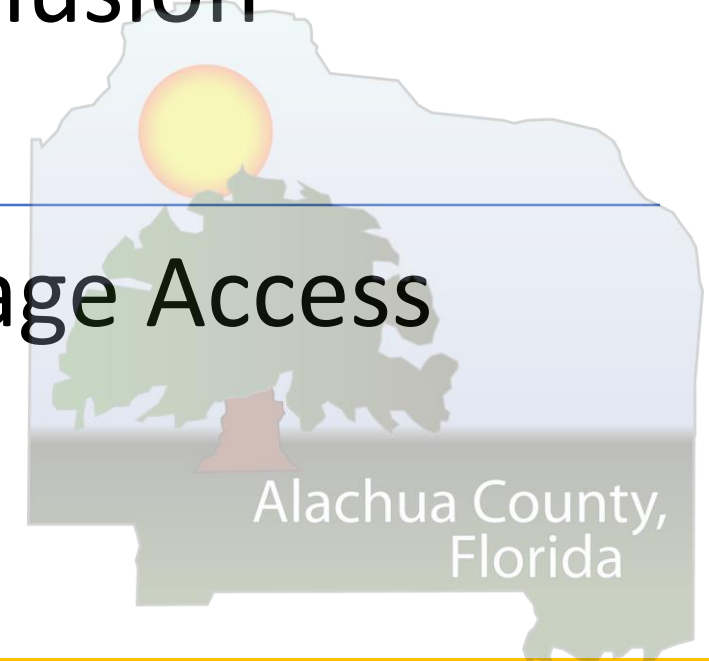
Title VI & EO 13166

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Gainesville Immigrant Neighbor Inclusion Initiative (GINI)

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Hiring of the Immigrant and Language Access Coordinator

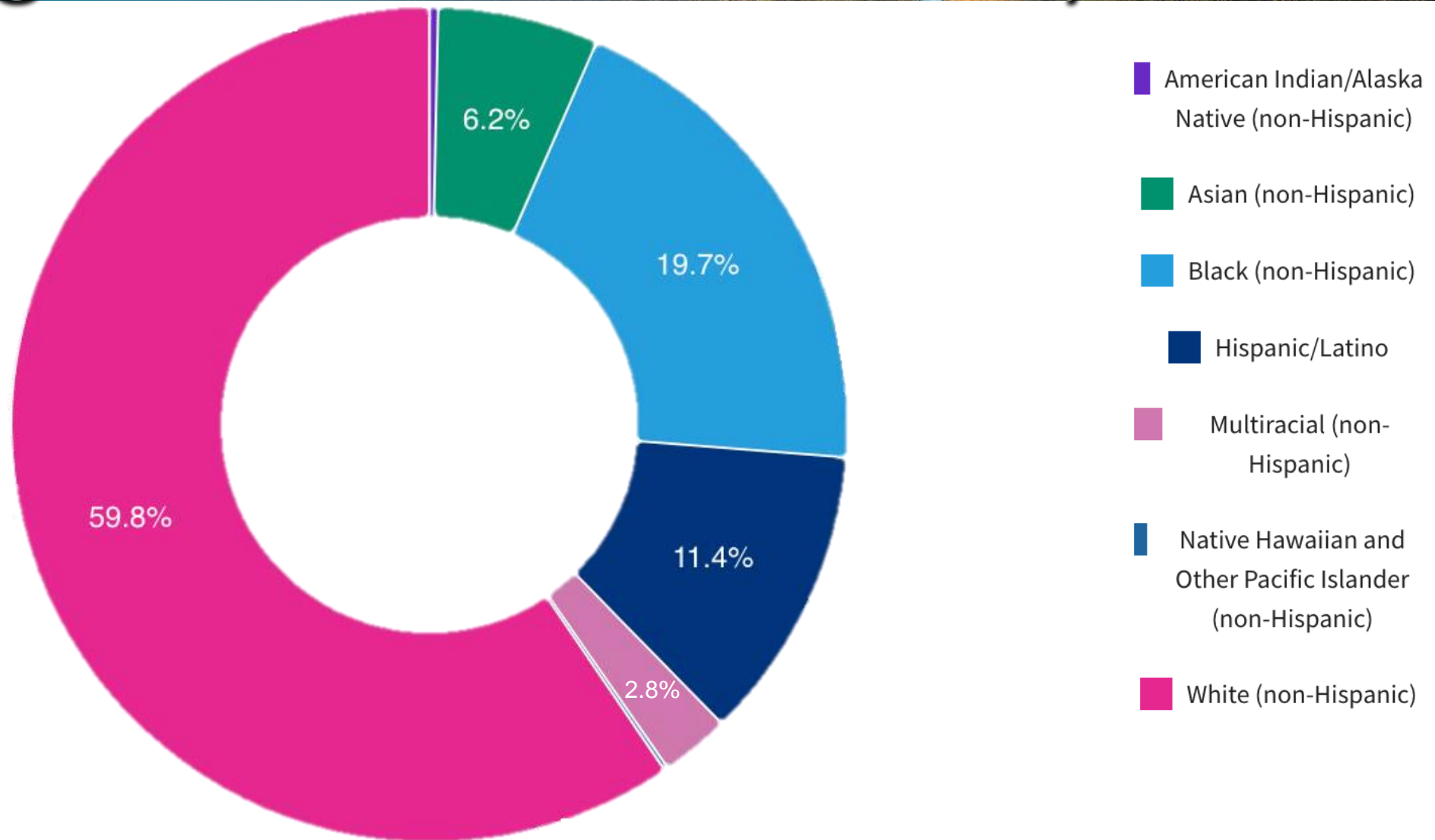


# Gainesville Immigrant Neighbor Inclusion Initiative

- 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



# Immigrants in Alachua County



# Languages Spoken in Alachua County

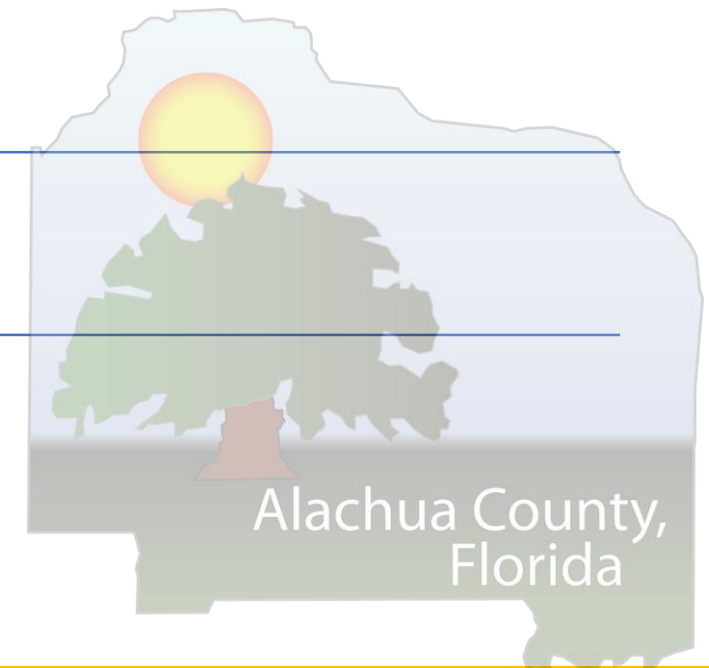
Spanish

Haitian Creole

1.Mandarin Chinese

1.Portuguese

1.Vietnamese



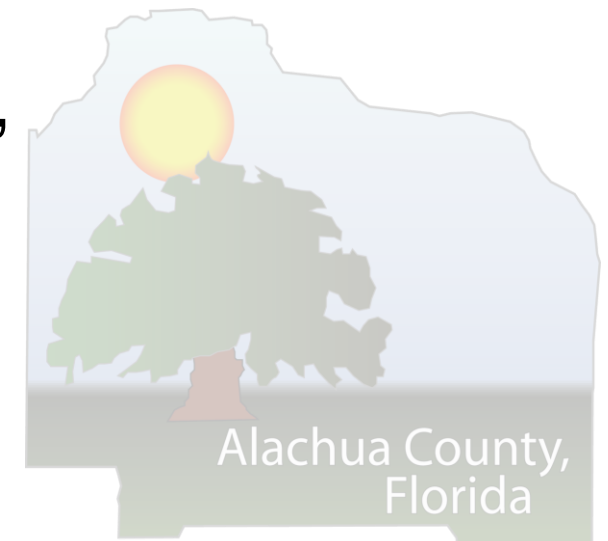
# Language Access Policy

- 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:

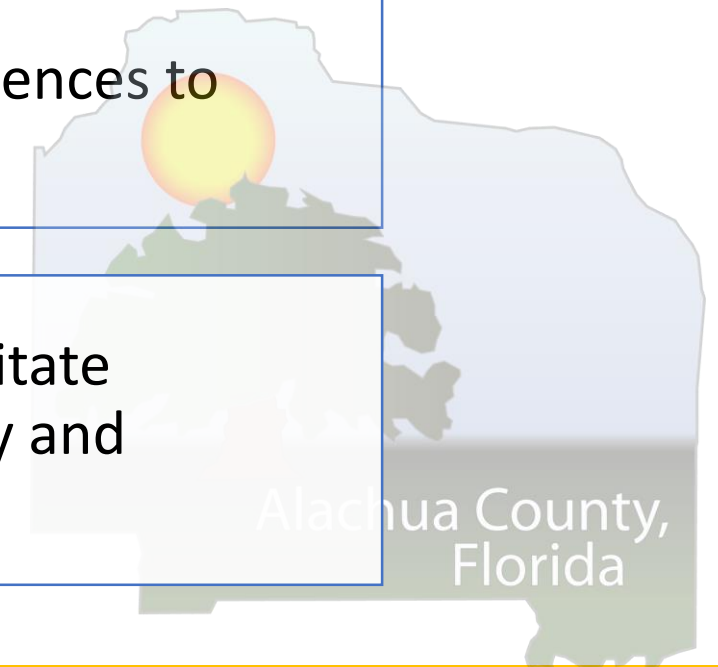
- Live, simultaneous over-the-phone interpreting.
- Designation of qualified interpreters

## Translation of Vital and Necessary Documents:

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

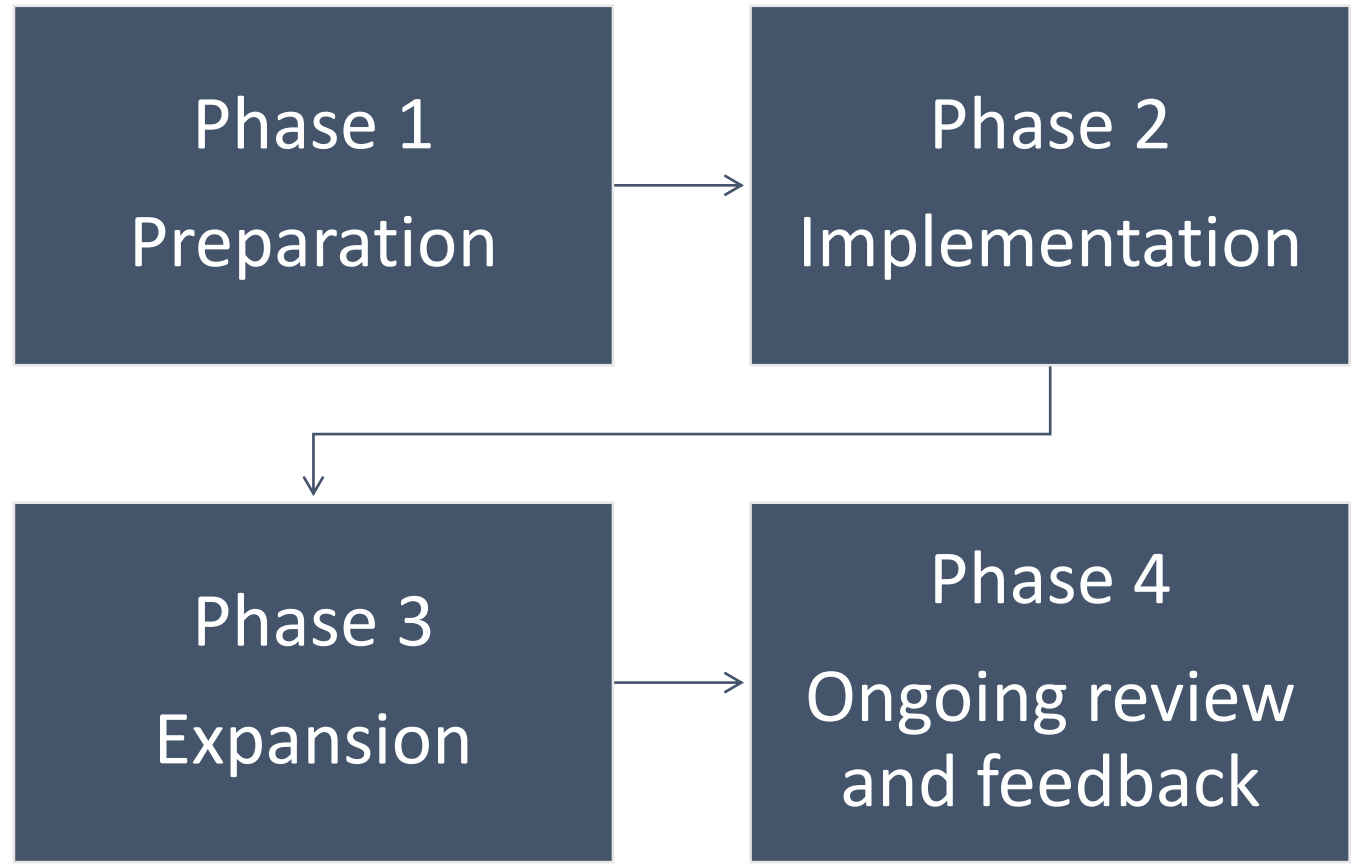
## Emergency Notices, Press Releases, Social Media

- Emergency notices will be translated promptly to facilitate effective communication and ensure everyone's safety and well-being.





# Language Access Plan Rollout



# Phase 1: Preparation

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 launch

# Welcome to Sustainability, Equity, Economic Development & Strategies

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## Immigrant and language access services

Use the Google Translate tool at the top right of any page to translate this entire website to the language of your choice.



## Language Services

Alachua County is committed to ensuring equitable access to all services and resources available to our citizens, residents, and visitors, regardless of the language they speak. If English is not your primary language, Alachua County will provide translation services for you to better access our services. This service is free and is provided for all programs, activities, and services offered by the County.

[Read our language access policy](#)

[Click to Submit Feedback](#)

### Language Access Services

- 1. Over-the-Phone Interpretation:** This feature allows Alachua County Residents with limited English proficiency (LEP) to contact any department or an employee of their preference without the worry or limitation of a language barrier.
- 2. On-demand Interpretation:** Anyone who is an English language learner or has limited English proficiency will be offered an interpreter by the employee assisting them. Phone and video interpreters are available on-demand 24/7/365. An interpreter can be scheduled for an in-person meeting if preferred by you or our staff.
- 3. Document Translation:** It is important that you understand written communications given to you by Alachua County. If you receive a document that has information you do not understand, because of a language barrier, please let us know and it will be translated into the language of your choice at no cost to you.

[Translation Request](#)

[Interpretation Request](#)

## Contact



### Gracías Fernández

Immigrant & Language  
Services Coordinator

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12 SE 1st St. Gainesville, FL  
32601

## Office Hours

Monday-Friday 8:00am-5:00pm

*'Give me your tired, your poor,  
Your huddled masses yearning to  
breathe free,*

# 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: Implementation

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: Expansion

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

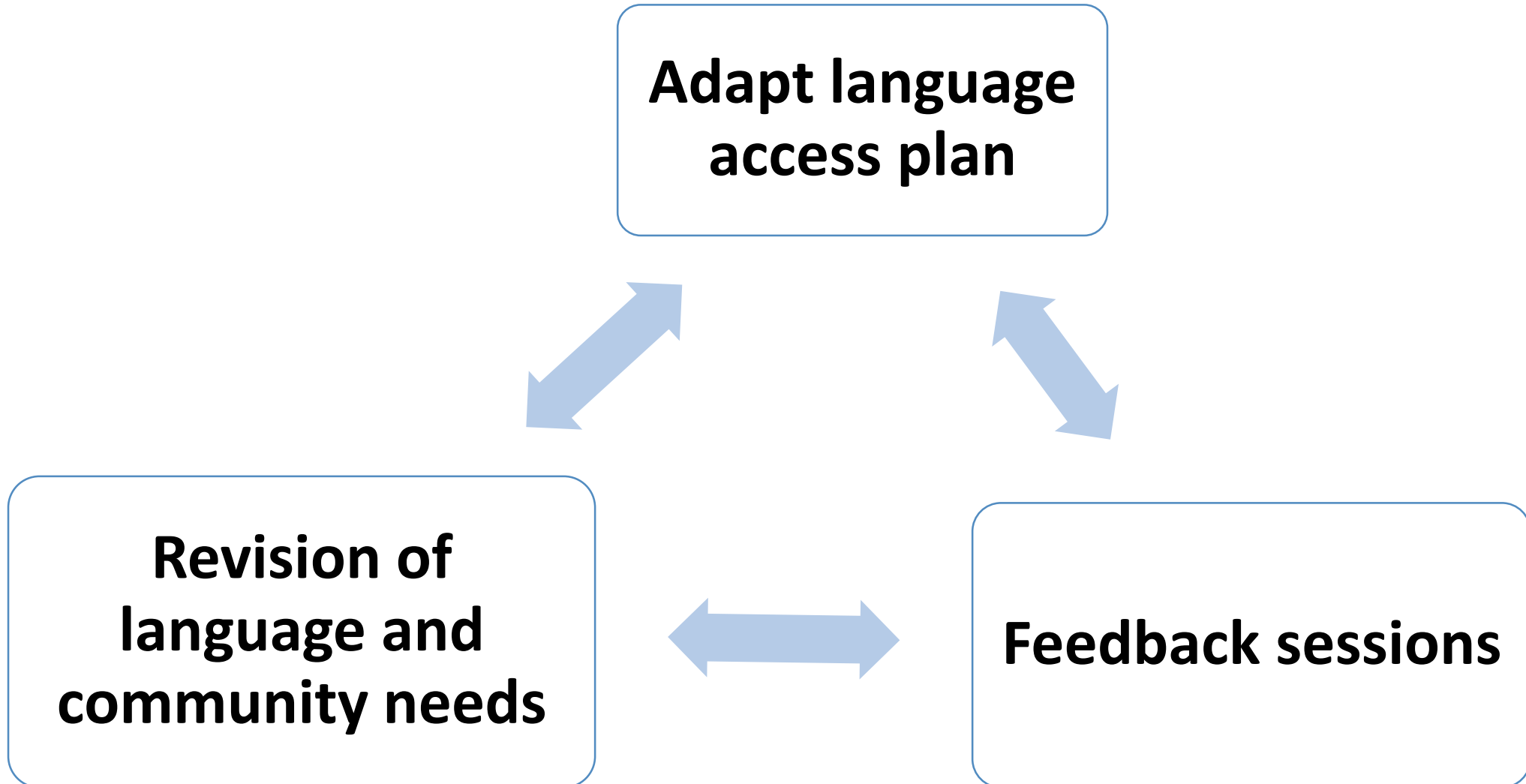
03

- **Community Engagement**

- Expand knowledge and usage of resources among most vulnerable populations



# Phase 4: Ongoing review and feedback





## Recommendation

# Adopt Language Access Policy.

*It is the policy of Alachua County to provide timely meaningful access for individuals who are of Limited English Proficiency (“LEP”) in all Alachua County government services, programs, and activities. All language assistance services are free to all LEP individuals who request language assistance services in the provision of County programs, services, and provisions.*