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Revised July 2024
INTRODUCTION

The Language Access Plan is a strategic management tool for the City of Winston-Salem. It contains policies, procedures, and practices to assist Winston-Salem city employees to better communicate with and serve residents who speak a language other than English. This plan was developed by the Language Access Division of the Human Relations/Diversity, Equity, and Inclusion Department in collaboration with community partner, World Relief Triad. The Language Access Division will review and update this plan annually based on population data and input from city staff, partner agencies, and the public.

Commitment Statement

The City of Winston-Salem is committed to improving the accessibility of services to persons who speak a language other than English and to developing and implementing a system that gives these persons “meaningful access” to the City of Winston-Salem’s programs and services. Meaningful access is the ability to use services and benefits offered by the City in the same way that those who speak English well can use those same services and benefits.¹ The City of Winston-Salem has delegated authority for language access compliance to the Language Access Division of the Human Relations/Diversity, Equity, and Inclusion Department.

Purpose and Background

The City of Winston-Salem provides quality, affordable services that ensure the health, safety, and wellbeing of community members, while collaborating throughout the community to ensure its economic, social, and environmental vitality.² Eight core values provide the underpinning of the commitment to provide high-quality services in a culture of customer service excellence. These values are openness, integrity, equity, accountability, teamwork, respect for all people, fiscal soundness, and continuous learning and improvement.³ Language Access advances the City’s mission and core values for the residents who speak a language other than English. With an increasing diversity of nations in the City, Language Access will provide a means for full inclusion of all residents and equitable access and engagement for the immigrant and refugee communities.

The Winston-Salem BIC (Building Integrated Communities) program began in 2014 as the result of a three-year partnership with the University of North Carolina at Chapel Hill. The intention of this partnership is to assist North Carolina local governments successfully engage with immigrant and refugee populations to improve public safety, promote economic development,

¹ [https://www.lawinsider.com/dictionary/meaningful-access#:~:text=Meaningful%20access%20means%20the%20ability,potential%20client%20can%20communicate%20effectively.](https://www.lawinsider.com/dictionary/meaningful-access)


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enhance communication, and improve relationships. The City’s Human Relations/Diversity, Equity, and Inclusion Department is leading the community’s administration of the Winston-Salem Building Integrated Communities program.⁴

In January 2023, the City of Winston-Salem began to participate in the inaugural class of the Language Access Collaborative, bringing together teams of North Carolina local governments and community-based organizations to build bridges of communication. The Language Access Collaborative, which is funded by the Blue Cross and Blue Shield of North Carolina Foundation, is part of BIC at the Institute for the Study of the Americas at UNC-Chapel Hill. As a part of the Collaborative, teams learned about best practices from immigrant and language access leaders and practitioners, conducted internal assessments and collected community data, designed a language access plan for our local government, and initiated implementation of that plan.⁵ The City worked in collaboration with World Relief Triad in the identification of community priorities and the development of the plan. This plan replaces all previous plans, and it is an administrative plan. As an administrative plan, it only requires the approval of the City Manager.

This plan sets forth policies and procedures intended to ensure that the City of Winston-Salem government takes reasonable steps to consistently meet its legal obligations around language access in compliance with Title VI of the Civil Rights Act of 1964⁶ and Executive Order 13166 (2000)⁷. Congress enacted Title VI of the Civil Rights Act of 1964 to ensure federal money is not used to support discrimination based on race or national origin in governmental activities. The President signed Executive Order 13166 mandating all federal agencies and recipients of federal financial assistance take reasonable steps to ensure meaningful access to their programs to individuals who speak a language other than English.

Various departments of the City of Winston-Salem receive federal funding in support of programs, services, and activities. The City also receives special federal grants or appropriations from time to time to undertake capital projects.

Definitions

- **Bilingual/Multilingual Staff:** An employee of the City who passes an assessment from an outside contractor that demonstrates fluency in a language other than English and qualifies for the language certification program.⁸

- **Federal Financial Assistance:** Includes but is not limited to grants and loans; grants or donation of federal property; the detail of federal personnel; the sale, lease, or permission

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⁴ For more information, please refer to wsbic.com
⁵ https://migration.unc.edu/language-access-collaborative/
⁶ https://www.hud.gov/program_offices/fair_housing_equal_opp/title_vi_civil_rights#:~:text=Title%20VI%20of%20the%20Civil%20Rights%20Act%20of%201964%20provides%20activity%20receiving%20federal%20financial%20assistance.
⁷ https://www.justice.gov/crt/executive-order-13166
Language Access Plan

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to use federal property at little or no cost; and any other federal agreement, arrangement, or other contract which has as one of its purposes the provision of assistance.\(^9\)

- **Interpretation:** The process of adapting oral or signed speech from one language to another, either simultaneously or delayed (consecutive), without loss or change in meaning.

- **Language Other Than English (LOTE):** For the purposes of this plan, an individual who speaks a LOTE is defined as someone who does not speak English as a primary language. They may or may not have limited ability to read, write, speak, or understand English.

- **Language Justice:** The right for all people to communicate in the language they prefer.

- **Language Access:** The provision by an agency to communicate effectively and access information, services, and opportunities in a person’s preferred language.

- **Limited English Proficient (LEP):** Individuals who have limited or no ability to read, write, speak, or understand the English language. English is not their primary language.

- **Meaningful Access:** The standard of “reasonable steps to ensure meaningful access” was designed by the US Department of Justice in 2002 to be a flexible, fact dependent, starting point in an agency assessment of (1) persons with LEP eligible to be served or likely to be encountered by the program, (2) the frequency of contact, (3) the nature or importance of the program, activity or service provided, and (4) the resources available (also known as the four-factor analysis).\(^10\)

- **Preferred Language:** The language an individual prefers for communication.

- **Qualified Interpreter / Translator:** An individual who has been assessed for professional skills, demonstrates an elevated level of proficiency in at least two languages, and has the appropriate training and experience to interpret and/or translate with skill and accuracy. Interpreting and translating are different skills than being bilingually fluent and able to communicate in more than one language. For example, interpretation requires specialized knowledge and ethics training in topics such as impartiality and accuracy.

- **Safe Harbor:** A guideline shared by the US Department of Justice that can be used to identify strategic languages for translation of documents so that recipients of federal funds meet the requirements for translation of written materials. A language that has 1000 people or 5% of the total city population or whichever is less serves as a threshold.\(^11\)

- **Sight Translation:** The act of transforming a written message into a spoken language. It involves reading a text silently in the source language, and then speaking or signing it in the target language.

- **Strategic Language:** The language or languages that are of primary importance for translation of vital documents and for recruiting staff and interpreters based on local data, the four-factor analysis, and the Safe Harbor guideline.

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\(^10\) [Civil Rights Division | DOJ Final LEP Guidance Signed 6-12-02 (justice.gov)](https://www.justice.gov/crt)

\(^11\) Ibid.
Translation: The process of adapting written text in one language to other language(s), with consistent and accurate meanings.

Vital Document: Print or digital content that is necessary or significant towards using or receiving any activity, service, program, information, or other resource offered by the City.

Voluntary Compliance: The U.S. Department of Housing and Urban Development (HUD) has required that all agencies receiving federal funds to submit voluntary compliance plans consistent with expectations from the federal government. The City of Winston-Salem has met this requirement by including the designation of a staff person to serve as agency specific Title VI Compliance Officer, specifically the Human Relations/DEI Department Director, to ensure rights and due process for individuals with LEP.

ASSESSMENT

Demographics

Data was collected from the American Community Survey (ACS) and the US Census Bureau information (2022 – 5-year and 1-year estimates) and the Winston-Salem/Forsyth County Schools student population information to determine the most spoken languages in the City of Winston-Salem.

Table 1. Languages Spoken at Home by Winston-Salem Residents

<table>
<thead>
<tr>
<th>Languages</th>
<th>Population Estimate</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>251,000</td>
<td>--</td>
</tr>
<tr>
<td>Spanish</td>
<td>36,897</td>
<td>14.7%</td>
</tr>
<tr>
<td>Other Indo-European</td>
<td>4,769</td>
<td>1.9%</td>
</tr>
<tr>
<td>Asian – Pacific Island</td>
<td>3,765</td>
<td>1.5%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>3,263</td>
<td>1.3%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>48,694</td>
<td>19.4%</td>
</tr>
</tbody>
</table>

Source: ACS 2022 (1-year estimates), Table S1601

According to the ACS, 19.4% of Winston-Salem residents speak a language other than English at home.

12 Examples of Other Indo-European languages include French, Portuguese, Haitian Creole, Hindi, Urdu, Arabic, Bengali, Pashto, and Dari.

13 Examples of Asian – Pacific Island languages include Chinese, Karenni, Vietnamese, Montagnard, Korean, and Tagalog.
In order to further understand what languages are spoken by the categories listed in Table 1, data from the Northern and Southern Winston-Salem Public Use Microdata Areas (PUMAs) were reviewed (see Table 2 below). The School Languages Table (see Table 3 below) from Winston-Salem/Forsyth County Schools was also reviewed.

**Table 2. Languages Other than English Spoken at Home by Winston-Salem Residents**

<table>
<thead>
<tr>
<th>Languages</th>
<th>Total *</th>
<th>Number of Residents who speak English “very well”</th>
<th>Number of Residents who are LEP</th>
<th>Percent of Total Population* who are LEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population*</td>
<td>45,146</td>
<td>28,148</td>
<td>16,998</td>
<td>37.65%</td>
</tr>
<tr>
<td>Spanish</td>
<td>33,506</td>
<td>20,118</td>
<td><strong>13,388</strong></td>
<td>29.65%</td>
</tr>
<tr>
<td>Arabic</td>
<td>1,786</td>
<td>1,401</td>
<td><strong>385</strong></td>
<td>0.85%</td>
</tr>
<tr>
<td>Chinese</td>
<td>1,073</td>
<td>780</td>
<td>293</td>
<td>0.65%</td>
</tr>
<tr>
<td>Ga</td>
<td>923</td>
<td>402</td>
<td><strong>521</strong></td>
<td>1.15%</td>
</tr>
<tr>
<td>Hindi</td>
<td>882</td>
<td>539</td>
<td>343</td>
<td>0.76%</td>
</tr>
<tr>
<td>French</td>
<td>781</td>
<td>508</td>
<td>273</td>
<td>0.60%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>644</td>
<td>360</td>
<td>284</td>
<td>0.63%</td>
</tr>
<tr>
<td>German</td>
<td>632</td>
<td>568</td>
<td>64</td>
<td>0.14%</td>
</tr>
<tr>
<td>Yoruba</td>
<td>626</td>
<td>626</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>622</td>
<td>123</td>
<td><strong>499</strong></td>
<td>1.11%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>3,671</td>
<td>2,723</td>
<td>948</td>
<td>2.10%</td>
</tr>
</tbody>
</table>

Source: ACS 2022 (1-year estimates), PUMA Sample (Variables: LANP, ENG)

*Total Population refers to number of residents who speak a language other than English at home

**Table 3. Languages Spoken by Winston-Salem/Forsyth County School Students**

<table>
<thead>
<tr>
<th>Languages</th>
<th>Population Estimate</th>
<th>Percentage of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population*</td>
<td>52,238</td>
<td>--</td>
</tr>
<tr>
<td>English</td>
<td>42,841</td>
<td><strong>82.01%</strong></td>
</tr>
<tr>
<td>Spanish</td>
<td>8,528</td>
<td><strong>16.33%</strong></td>
</tr>
<tr>
<td>Arabic/Egyptian/Lebanese/Syrian</td>
<td>177</td>
<td>0.34%</td>
</tr>
<tr>
<td>Chinese</td>
<td>79</td>
<td>0.15%</td>
</tr>
<tr>
<td>Kayah/Karenni</td>
<td>73</td>
<td>0.14%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>37</td>
<td>0.07%</td>
</tr>
<tr>
<td>Korean</td>
<td>26</td>
<td>0.05%</td>
</tr>
<tr>
<td>Swahili</td>
<td>23</td>
<td>0.04%</td>
</tr>
<tr>
<td>Tagalog/Filipino</td>
<td>23</td>
<td>0.04%</td>
</tr>
<tr>
<td>Karen</td>
<td>23</td>
<td>0.04%</td>
</tr>
<tr>
<td>Hindi/Indian/Urdu</td>
<td>21</td>
<td>0.04%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>387</td>
<td>0.74%</td>
</tr>
</tbody>
</table>

Source: School Languages Table from 2021

*Total Population refers to number of students in Winston-Salem/Forsyth County Schools
Tables 2 and 3 show that Spanish is the most spoken language among individuals who are LEP. Following Spanish, the next identified languages spoken by residents who are LEP include: Ga, Vietnamese, Arabic, and Chinese. The largest category after Spanish is “Other Languages” with 948 residents who are LEP. Based on the City’s community engagement efforts, BIC partners’ input, and the World Relief Triad refugee resettlement agency’s arrival and service data, the “Other” category is likely to include the following languages: Dari, Pashto, Farsi, Karenni, and Swahili. World Relief Triad indicates that the largest number of refugees resettled in recent years speak Swahili, Dari, Pashto, and Farsi. Additionally, the City of Winston-Salem has been closely working with the local Karenni population, which is estimated to be 900-1000 people. With most being LEP and preferring oral over written documents. The City has also been working with Swahili-speaking community leaders who are reporting growing numbers of residents and requests to have access to written documents in Swahili. The City’s Utilities Department has also identified Chinese as a frequently used language as they regularly work with restaurant owners who need or request access to Chinese documents or interpretation.

Agency Assessment – Departments

The City’s Language Access Coordinators conducted a departmental assessment in January 2023 to verify compliance with Title VI requirements. The following questions were presented to each of the departments:

1. Does your department receive direct federal funding?
2. Please describe your level of public contact your department has. (That is daily, frequently, occasionally, rarely, never)
3. Do you have any of your department’s information available in another language? If so, please indicate what those materials are and send us a copy.
4. Do you have a plan of action to address a resident who needs verbal interpretation assistance? If so, please send a copy of your plan of action.

The response rate was 100% of all departments answering the survey. Highlights of the survey results include:

- Seven of twenty-six departments receive direct federal funding. The seven departments are Community Development, Emergency Management, Fire, Human Relations/DEI, Police, Recreation and Parks, and Transportation. All departments are part of the City which has state and federal funds.
- Twenty-one of twenty-six departments report having at least occasional contact with the members of the community who speak a language other than English.
- Eight out of twenty-six departments have materials translated into Spanish. One has materials translated into other languages such as Arabic, Chinese, Tagalog, Portuguese, and Vietnamese.

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14 A copy of this assessment is available for review in the Human Relations/DEI Office.
• Transportation is working on a plan of action to meet the needs of those who speak a language other than English. The departments that have contact with residents who speak a language other than English indicated that they use an employee in the department who speaks Spanish to assist those who need assistance, call CityLink to use the Language Line service, or call Human Relations/DEI to seek assistance.

**Agency Assessment – Staff**

As a part of the Language Access Collaborative, the team developed a second survey\(^{15}\) which was sent to all City employees in May 2023 to identify the different languages spoken by City employees and the practices of the employees to meet the needs of the LEP community. The survey had six key questions:

1. What is your department?
2. Do you speak a foreign language?
3. If so, what language(s)?
4. In your work responsibilities, do you have contact with residents who have Limited English Proficiency?
6. What is the process you follow to assist residents/clients in their preferred language?

Out of approximately 2300 city employees, 175 responses were received. Twenty-two of twenty-six departments were represented.

The survey identified thirteen languages that city employees speak. These languages are Spanish, Portuguese, Chinese, Italian, Hindi, Urdu, Punjabi, Pashto, French, Wolof, Arabic, Greek, and Mongolian.

Twenty-five of the 175 respondents indicated that they had no contact with residents who speak a language other than English. About one-half of those who do have contact do so on a daily or weekly basis and they would seek to find some means to communicate with the residents who do not speak English well or not at all.

Survey responses indicate the following needs:

- Staff training on language access best practices and resources.
- Qualified language service providers to be available to all departments.
- Test, compensate, and support bilingual staff who speak languages other than English.
- Training, testing, and professional development for those who want to serve as interpreters.

\(^{15}\) A copy of this survey and its results is available for review in the Human Relations/DEI office.
Stakeholder Engagement

The City of Winston-Salem maintains a strong contact with community-based organizations that serve residents who speak languages other than English. The City maintains the Building Integrated Communities (BIC) program to build relationships with these organizations. One key initiative of BIC is the quarterly Pipeline sessions. Beginning in 2017, these informational sessions bring residents who speak a language other than English together to hear presentations from BIC stakeholders and city staff about resources and services available to them. In addition, the City hosts monthly meetings with the BIC Stakeholders to discuss the work being done with communities who speak a language other than English. This open dialogue has revealed several needs: to understand the cultural background of the communities they serve, to provide services in a language community members understand, and to listen to and include residents who speak a language other than English in city planning and decisions.

World Relief Triad, the City’s co-partner on the Language Access Collaborative team, is the local refugee resettlement agency. Their feedback echoes the guidance above, which has led the City to host community educational sessions to provide information to the refugees in a culturally sensitive manner and in a language that they understand. World Relief has also indicated that the current influx of refugees will be mainly from Dari, Pashto, and Farsi speakers based on information they have from the Office of Refugee Resettlement.

Identified Strategic Languages

Analysis was done based upon the Safe Harbor Threshold and the Four Factor Analysis which the US Department of Justice in 2002 articulated as a starting point for achieving Title VI compliance. The four factors that should be balanced are:

1. Number or proportion of LEP individuals in the City.
2. Frequency of contact with which LEP individuals come into contact with City services.
3. Nature and importance of the services.
4. Resources available and costs.

Spanish is the only language that meets the Safe Harbor Threshold. Census and ACS data, and data from the Winston-Salem/Forsyth County Schools, World Relief Triad, BIC partners, and other community-based organizations identified other languages with significant population numbers. More than seventy-five other languages are spoken in the City. For the purposes of this Language Access Plan, we have divided these languages into three tiers. Due to the nature and importance of City services provided during emergencies (factor 3 in the four-factor analysis above), translation of emergency messages will be a key criteria used in the tier system.
Using the four-factor analysis and legal guidance, for this year’s plan, Tier 1 languages include those that meet the Safe Harbor Threshold and are legally mandated. Those include Spanish and American Sign Language (ASL). Starting with these languages will allow the City to use resources more efficiently and effectively from the start and will also allow time to establish vital document translation processes and tracking mechanisms that can be used in future years as other language populations grow (factor 4 of the four-factor analysis). Tier 2 includes languages that are identified as the top languages spoken by growing populations of refugees and asylees who have resettled in the city, as well as frequently encountered languages among current uses of City services. Those include Arabic, Dari, Farsi, Pashto, Karenni, Swahili, and Chinese. Tier 3 languages include all other languages. The City will continue to monitor the population data around speakers of Ga and Vietnamese, and it will prioritize community engagement with those communities to learn more about their experiences and priorities regarding language access.

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>Arabic</td>
<td>All other languages</td>
</tr>
<tr>
<td>American Sign Language¹⁶</td>
<td>Chinese</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Karenni</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Swahili</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pashto</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dari</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Farsi</td>
<td></td>
</tr>
</tbody>
</table>

Community members who speak a language other than English have the right to access city services and resources. To use city resources most effectively, strategic languages will have written translation of vital documents, while other languages may receive the same information via sight translation when requested. The City will follow these guidelines to provide written information to residents who speak a language other than English:

**Tier 1:** Translate all vital documents and emergency messages into these languages and actively recruit staff and interpreters who speak these languages.

**Tier 2:** Translate emergency messages into these languages, actively respond to requests for translations from community leaders, and recruit language service providers who can provide these services. Offer sight translation and telephonic interpretation as needed for other documents.

**Tier 3:** Offer sight translation and telephonic interpretation as needed.

¹⁶ Under the Americans with Disabilities Act (ADA) of 1990, discrimination is prohibited on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. Under this law, people who are deaf or hard of hearing are entitled to the same services that local government provides to anyone else. They may not be excluded or segregated from services, be denied services, or otherwise treated differently from other people. As many deaf individuals use American Sign Language (ASL) as their primary and preferred language, ASL is included here as a strategic language. See ADA.gov.
The City will provide voice recordings of vital documents for the blind/visually impaired community upon request. The City will use feedback from community leaders to determine if written translations or audio or video files with oral interpretation or in-language messaging would be more accessible for the local population. For ASL, the City will encourage the use of plain language in all City communications, and will also explore video as a means to share sign language interpretation of vital information.

**POLICIES**

**Notice of Availability of Language Assistance Service**

- The City will notify residents who speak a language other than English of their right to language assistance services and how to request those services. Notices may be verbal or written. Written notices will be translated into the identified Tier 1 languages.
- The U.S. Department of Health and Human Services has translated notices that the City will use as templates. ([https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html](https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html))

**Interpretation and Translation**

- The City will provide interpretation and translation services at no charge to individuals seeking information and services.
- The City will identify and translate vital documents into the identified Tier 1 languages.
- The City will translate emergency communications into the identified Tier 1 and Tier 2 languages.
- The City’s Language Access Division will provide assistance to City departments in arranging interpretation and translation services.
- The City will provide interpretation for public meetings.
- The City will use competent, trained, and culturally sensitive interpreters and translators. Minors and friends/family members of those who speak a language other than English will not be used as interpreters and translators.
- The City will support a bilingual employee compensation program for employees who pass an assessment to provide in-language services as well as serve as interpreters and translators for the City. This program includes interpretation/translation training and a pay stipend.

**Staff Training**

- Training for all City staff on language access policies, procedures, and resources will be provided.

**Language Access Assessment**
• The City will conduct an annual assessment and evaluation of language access services and needs.

PROCEDURES

• Notice of availability of language access services will be translated into the Tier 1 languages. This notice will be posted in entry points of City facilities and reception areas and on the City website. The Language Access Division will coordinate this process.
• Public meeting notices will be translated into the Tier 1 languages and posted on the city website. The City Clerk will coordinate this process.
• Staff will use reasonable efforts to determine an individual’s preferred language and their need for language assistance using Language ID Guides. Staff will also inform them of their right to free language services and connect them to those services.
• Sign and spoken interpretation for public meetings will be provided free of charge to residents who request it with a minimum notice of 48 hours. These requests may be made through the website or by calling CityLink (311) or contacting the Language Access Division.
• Departments will select the vital documents to be translated and made available to the public. The Language Access Division will provide guidance in identifying vital documents. The document list will be reviewed annually to assure the most recent document is translated.
• The Language Access Division will develop, implement, and maintain a language access liaison for each City department to help collect data and arrange training and support.
• The City will provide training for employees in language access policies, procedures, resources, and skills. The Human Resources Department will oversee this training with assistance from the Language Access Division.
• The Language Access Coordinators will work with City departments to assist them in implementation of this Language Access Plan with orientation and training.
• This Language Access Plan shall be reviewed and updated annually by the Language Access Division reviewing changing populations of people who speak a language other than English and receiving feedback from the public and from City departments.
• The Grievance Form (see Appendix) will be translated into Tier 1 languages. The Language Access Division will coordinate this process.

COMPLAINT PROCESS
It is the policy of the City of Winston-Salem to ensure that individuals who speak a language other than English are not denied access to city resources and/or services in the language of their choice according to Title VI of the Civil Rights Act of 1964 and Executive Order 13166 (2000). The City of Winston-Salem strives to make its services, programs, activities, and resources accessible in the language requested by the individual. Should an individual have a Language Access complaint or concern, they may complete the Language Access Grievance Form (see Appendix). The form may be filed with the City’s Language Access Coordinators.

The City of Winston-Salem has designated the following individuals as the contact persons to coordinate its efforts to comply with this requirement and to inform individuals about the City’s complaint procedures regarding these matters.

**Inquiries should be directed to:**

Bob Thompson  
Language Access Coordinator  
Human Relations/DEI Department  
101 N. Main Street, City Hall  
Winston-Salem, NC 27101  
Telephone: (336) 734-1306  
Email: robertth@cityofws.org

Javier Correa-Vega  
Language Access Coordinator  
Human Relations/DEI Department  
101 N. Main Street, City Hall  
Winston-Salem, NC 27101  
Telephone: (336) 734-1509  
Email: javiercv@cityofws.org

**IMPLEMENTATION OF PLAN**

Following the approval of this plan by city leadership, the Language Access Division together with World Relief Triad will focus on the following objectives, using the funds provided by the UNC-Chapel to Language Access Collaborative teams (see grant budget in Appendix).

1. The Language Access Division will work with World Relief Triad to establish a list of qualified interpreters and translators for the Tier 1 and Tier 2 languages.
2. The lack of qualified interpreters and translators may require the need for training for interpreters and translators. The two agencies will work together to develop and implement a plan to train and qualify interpreters and translators in Tier 1 and Tier 2 languages.

Additionally, to build the structure of the Language Access Division and bring implementation of the procedures listed above, the Language Access Coordinators will:
1. Work with Human Resources to provide training for employees in language access policies, procedures, resources, and skills both in New Employee Orientation and in continuing education.
2. Identify, create, and distribute notices of right to language services and how to request those services.
3. Provide Department Heads with orientation and training on language access policies, procedures, and resources.
4. Provide guidance on vital document identification to Department Heads and assist with translation coordination.
5. Identify data measures with Department Heads to help track language access across the City and use information to evaluate language services in 2025.
6. Develop and produce a series of emergency messages for Tier 1 and Tier 2 languages utilizing both written and video media that will warn and advise the LEP community of predicted or emergent dangers.
7. Work with the appropriate city departments to place signage in Tier 1 languages in entry points of city buildings.
8. Continue engagement with community leaders of Tier 1 and 2 languages, and begin engagement with community leaders who speak Ga and Vietnamese to identify and learn how to support language access needs.
9. Explore additional communication devices providing language access to deaf and hard of hearing populations, like Communication Access Realtime Translation (CART) services, also known as real-time captioning.
REFERENCES

City of WS Strategic Plan (2022 – 2025):

Winston Salem Building Integrated Communities: https://www.cityofws.org/3147/Building-Integrated-Communities-BIC

UNC Language Access Collaborative: https://migration.unc.edu/language-access-collaborative/

Title VI of the Civil Rights Act of 1964:
https://www.hud.gov/program_offices/fair_housing_equal_opp/title_vi_civil_rights#:~:text=Title%20VI%20of%20the%20Civil%20Rights%20Act%20of%201964%20provides%20assistance%20for%20receiving%20federal%20financial%20assistance.


City of Winston Salem Spanish Language Certification Program:


Civil Rights Division | DOJ Final LEP Guidance Signed 6-12-02:
https://www.justice.gov/crt/doj-final-lep-guidance-signed-6-12-02


American Community Survey Table S1601:

United States Census Bureau Data on Languages Other Than English Spoken in Winston-Salem:
https://data.census.gov/mdat/#/search?ds=ACSPUMS1Y2022&cv=ENG%281,2,3,4%29&rv=L\nANP,ucgid&wt=PWGTP&g=795P200US3701801,3701802

Revised July 2024

World Relief Triad: https://worldrelief.org/triad/
APPENDIX

LANGUAGE ACCESS COLLABORATIVE GRANT BUDGET PROPOSAL

January 12, 2023

Narrative

Language Access is a collaboration of many organizations to meet the needs of the immigrant and refugee communities. The City of Winston-Salem has joined forces with World Relief Triad for this Language Access Collaborative initiative. World Relief’s work with refugees is vital. We designate 10% of the grant ($2,500) to World Relief. The City will continue working with World Relief as the Community Ambassador program develops, and the City will seek to use qualified people associated with World Relief for interpretation and translation services. The designated funds will be sent directly to World Relief by the UNC Language Access Collaborative group when the funds are available.

Marketing is essential to make people aware of products and services. The Language Access Division participates in many community events to inform the immigrant and refugee communities of services and resources that are available to them. Promotional items given away at these events help remind these residents of the information they have received. The amount of $3,000 of the grant funds are designated for use for promotional materials. The purchase of these materials will occur within two months of the time the funds are received.

Emergency messages save lives — but only if they are understood. The City must develop a series of emergency messages that will be used at the appropriate times to warn and advise the immigrant and refugee communities of predicted or emergent dangers. These messages will be produced in video and written formats to best meet the needs of a given language group/community. Messages will be produced initially in Tier 1 languages. As funds are available, Tier 2 languages will be produced. A plan of dissemination will be established in cooperation with the Emergency Management Department. The amount of $5,000 of the grant funds will be used to produce these messages.

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1 Tier 1 languages are Spanish, Arabic, Chinese, Karen, and Swahili based upon US Census Data (2021), Winston-Salem/Forsyth County Schools demographic information, and World Relief Triad refugee resettlement information.

2 Tier 2 languages are Vietnamese, Swahili, Tagalog, Portuguese, Farsi, Pashto, and French based on US Census Data (2021), Winston-Salem/Forsyth County Schools demographic information, and World Relief Triad refugee resettlement information.

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City Council: Mayor Allen Joiner; Dennis D. Adams, Mayor Pro Tem; North Ward; Barbara Hanes Ballew, Southeast Ward; Robert C. Clark, West Ward; John C. Larson, South Ward; Jeff MacInnis, Northeast Ward; Kevin Mundy, Southwest Ward; Annette Scipio, East Ward; James Taylor, Jr., Southeast Ward; City Manager: W. Patrick Parks

Revised July 2024
Interpretation and translation services are essential components in providing Language Access. These services need to be done by qualified people who are competent in a given language. The designation of $14,500 of the grant funds is to secure the needed interpreters and translators for events sponsored by the Human Relations/DEI Department of the City. The funds will also be used to put the BIC website and other components of the City website in the Tier 1 languages in the City. The website development will begin within a month of receiving the funds and continue until completed. The interpretation services will be paid for by grant funds as the funds are available. (The plan is for at least one year.)

<table>
<thead>
<tr>
<th>Budget</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Relief (community partner)</td>
<td>$2,500.00</td>
</tr>
<tr>
<td>Marketing/Promotions</td>
<td>$3,000.00</td>
</tr>
<tr>
<td>Emergency Messages for LEP</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>Interpretation/Translation Services</td>
<td>$14,500.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$25,000.00</strong></td>
</tr>
</tbody>
</table>
Title VI of Civil Rights Act of 1964 and Executive Order 13166 (2000)
Grievance Form

Name of Aggrieved Person: ____________________________________________

Email: ____________________________________________________________

Address: __________________________________________________________

City: ___________________________ State: ___________ ZIP Code: __________

Telephone: ________________________________________________________

Resource or service not provided in the requested language: ________________

Date the situation occurred: ___________ Approximate time of occurrence: ___________

Describe the situation or way in which the resource or service was not accessible, providing the name(s) where possible of the individuals who were involved in the situation. ____________________________________________________________

_________________________________________________________________

Today’s Date: ______________________________________________________

If the person making the complaint was assisted in filling out this form, please provide the information for the person who filled out the form:

Name: ____________________________________________________________

Email: ____________________________________________________________

Address: _________________________________________________________

City: ___________________________ State: ___________ ZIP Code: __________

Telephone: ________________________________________________________

Please return this completed form to languageaccess@cityofws.org or mail to Language Access Division, PO Box 2511, Winston-Salem, NC 27102.