



Language Access Plan Presentation BOC

04/16/2024

Presented by

Rocio Quintero, Aaron Vidaurri, Tammy Stewart

Members of the Language Access Collaborative



MEET TEAM BUNCOMBE

CONOZCA AL EQUIPO DE BUNCOMBE



**Tammy
Stewart**

*Buncombe County
Compliance Officer*



**Rocio
Quintero**

*Buncombe
County
Bilingual
Communications
Specialist*



**Aaron
Vidaurri**

*BCHHS
Language
Access
Coordinator*



**Jonathan
Palma**

*Poder Emma
Cooperative &
Community
Developer*



**Rocio
Alviter**

*Poder Emma
Co-Director*

*With special appreciation for our
Team members who have moved
on to other endeavors! / ¡Con
especial agradecimiento a los
miembros de nuestro equipo que
han pasado a otros proyectos!*

*Thank you / Gracias
Rasheeda,
Carolina y Andrea*



Where It Began

The Pandemic brought to light the fact that Language Services efforts needed improvement nationwide.



Where It Began

“Meaningful Access” as defined by the U.S. Department of Justice is language assistance that results in accurate, timely, and effective communication at no cost to the individual with LEP needing assistance.



How we got here

In early 2023, in partnership with Poder Emma, CAPE applied for and received a \$25,000 grant offered through the Institute for the Study of the Americas (ISA) and the Building Integrated Communities Initiative (BIC) at UNC Chapel Hill.

The Language Access Collaborative was launched.



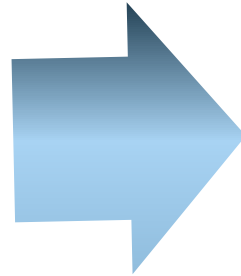
How We Evolved

During our year+ long commitment to the Collaborative, our team participated in in-person language access summits and monthly virtual workshops and completed regularly assigned activities.



Where It Is Now...

The ultimate objective of the Collaborative was to produce and implement a Language Access Plan for the County.



Our goal now is to implement the County's first Language Access Plan.

This will serve as the process document behind the Language Services Policy that was published in May of 2023.



Our Community Partners



The partnership that the Buncombe team formed with members of Poder Emma bolstered our understanding that Community must come first and that, to move forward, we must work together.



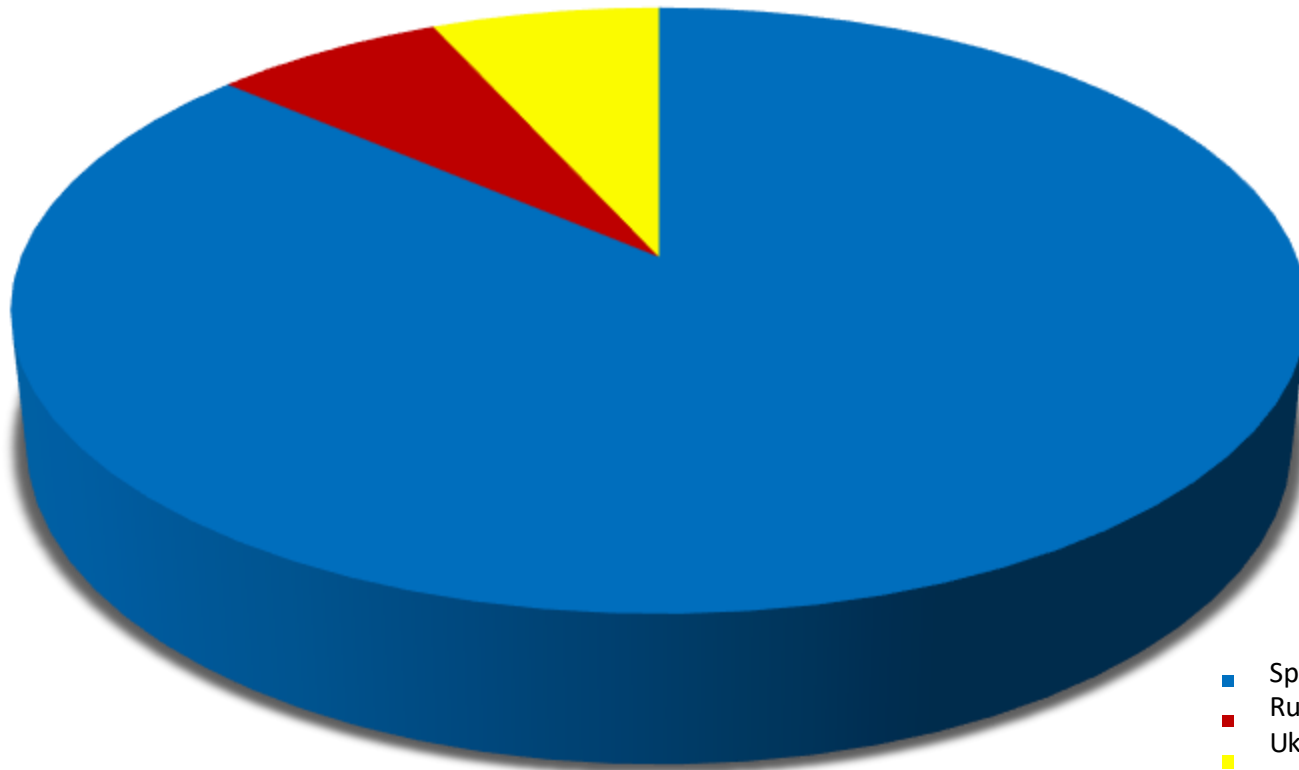
Survey/Interviews

Poder Emma participants suggested that we survey departments in person.

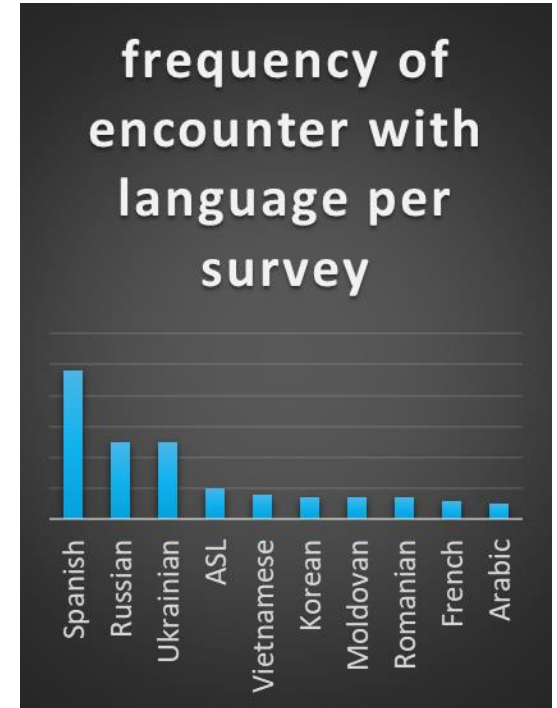
When possible, interpreters were included in these meetings to provide a “real life” experience.



Buncombe County Strategic Languages



- Spanish / Español
- Russian / Ruso
- Ukrainian / Ucraniano



Getting Started and Moving Ahead...

March 2024



Present the Plan to County Management in March for final approval.



Work with CAPE on point of service materials (posters, I Speak cards, etc.) to be distributed Countywide.

April 2024



Design introductory communications to announce the Plan.



Meet with Equity Office leadership to discuss data collection and roles and responsibilities.

May 2024



Schedule a meeting with Language Liaisons as a group.



Meet with individual departments to identify vital documents.





Adobe Stock | #454778195



BUNCOMBE COUNTY