

# Developing a Language Access Infrastructure for LMG

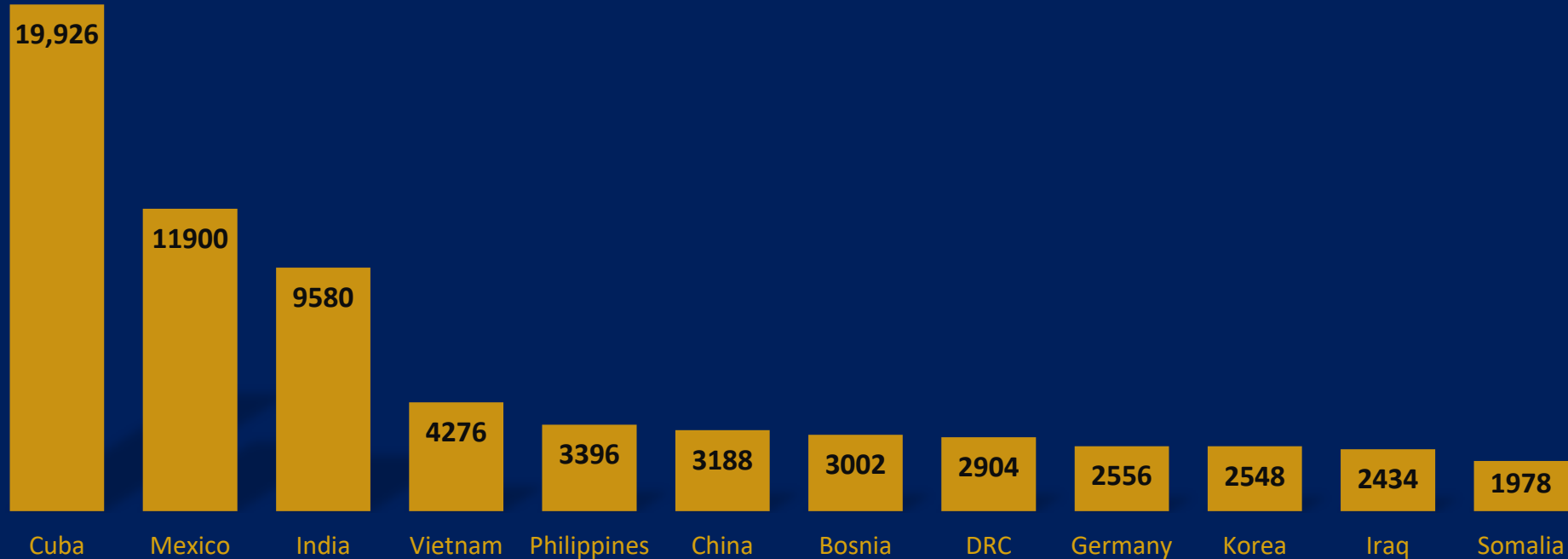


# Agenda

- Overview
- Why Language Access?
- Pressing Need
- Ordinance



Louisville has a very diverse international community representing over **40 countries** and speaking over **150 languages** besides English.



**6.7% - 2015**

of Louisville's  
Population was  
Foreign Born



**9.2% - 2019**

of Louisville's  
Population was  
Foreign Born



**16% - 2040**

of Louisville's  
Population will be  
Foreign Born –  
based on historical  
trendlines

U.S. Census Bureau, 1-Year ACS  
Estimates, Jefferson County

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Estimates, Jefferson County

Total Foreign-Born Population Change in 5  
years : **18,863**

Total Native-Born Population Change in 5  
years : **-15,738**



# Federal Requirement

- Title VI of the Civil Rights Act of 1964 requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities accessible by eligible persons with Limited English Proficiency (LEP).
- Executive Order 13166 signed by President Clinton and included as its purpose, to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language.



# Pressing Need

- March 2021: Federal HUD Office of Fair Housing and Equal Opportunity request for written language access policy from Metro Office of Housing.
- April 2022: Welcoming City Certification audit requirement to create and implement an action plan to achieve certification.
  - *Louisville met 42 of 45 core criteria for recertification*

## *Criteria not met:*

- *A program(s) is in place to ensure language access across government agencies with the goal of expanding equitable access to programs, services, and activities.*
- *The program(s) assesses and addresses language needs for accessing important community information including safety services and emergency and alert systems.*
- *The program(s) includes training for staff.*



# Pressing Need, cont.

- Lessons learned from the COVID-19 pandemic.
- LMG established a contract with Voiance, a language service provider. However, there is currently no central streamlined process to provide language services.



# The Ordinance

- Establish a language access policy.
- Creating reasonable steps to ensure meaningful access to programs and services to LEP individuals.
- Entities to create a language access plan to meet needs based on federal guidelines

*Types of services to be provided*

*Titles of translated documents that will be provided*

*Number of direct public contact positions*

*Any training needs in order to implement the plan*

*Public notification of services provided and availability*

*Description of funding and budgetary sources*





# The Ordinance, cont.

- Option for agencies to create a phased approach to meet requirements in case of fiscal limitations.
- The Mayor shall designate an agency, department or office to maintain copies of all language access plans and reports, review plans, and coordinate plans throughout Metro government to the extent possible.



# Questions?



# Contact

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