



TOWN OF CARRBORO • NC

Town of Carrboro Language Access Plan Compliance Summary Report FY 2025

Background about Language Access Services in Carrboro, NC

The Town of Carrboro's Language Access Plan (LAP) establishes policies and procedures to ensure that residents with limited English proficiency have meaningful access to Town services, information, and civic opportunities. The LAP is comprehensive, applying to all Town departments and services.

Since the adoption of the Language Access Plan by the Town Council in April 2024, the Town of Carrboro publishes annual compliance reports to document its progress.

Language access services are managed by the Communication & Engagement Department.



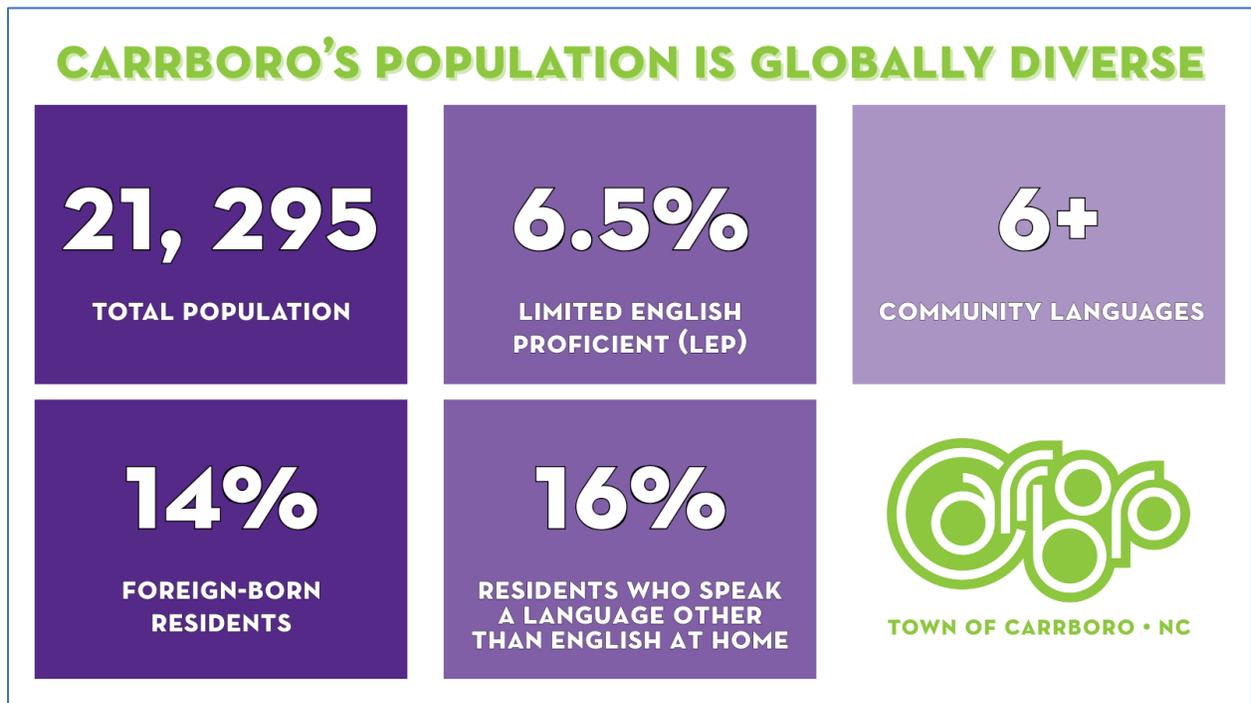
Serving Our Residents

About 14%, or 2,971 Carrboro residents were born outside of the United States. Carrboro’s residents born outside of the U.S. come from several different countries. The top five countries of origin are China, El Salvador, France, United Kingdom, and Korea.

About 16% of Carrboro residents speak a language other than English, with Spanish being the most spoken followed by Chinese, including Mandarin and Cantonese. Some of the top languages spoken by refugees in Carrboro are not explicitly specified by the Census Bureau to protect their privacy, but community partners, based on their work with community members in Carrboro, have reported that Karen, Burmese, and Arabic are commonly spoken. These languages are also reflected in Chapel Hill-Carrboro City Schools’ data on languages other than English spoken in students’ homes.

Approximately 6.5% of all Carrboro residents speak English less than "very well". This includes individuals who speak languages other than English at home, with a significant proportion of these individuals speaking Spanish or Asian-based dialects, according to a 2015 Community Health Assessment from Orange County, NC.

Given that Spanish, Chinese, Korean, Karen, Burmese, and Arabic are the languages that are most spoken and have higher proportions of individuals who report speaking English less than “very well”, these are the languages identified as Carrboro's community languages with Spanish being the most spoken of our community languages.

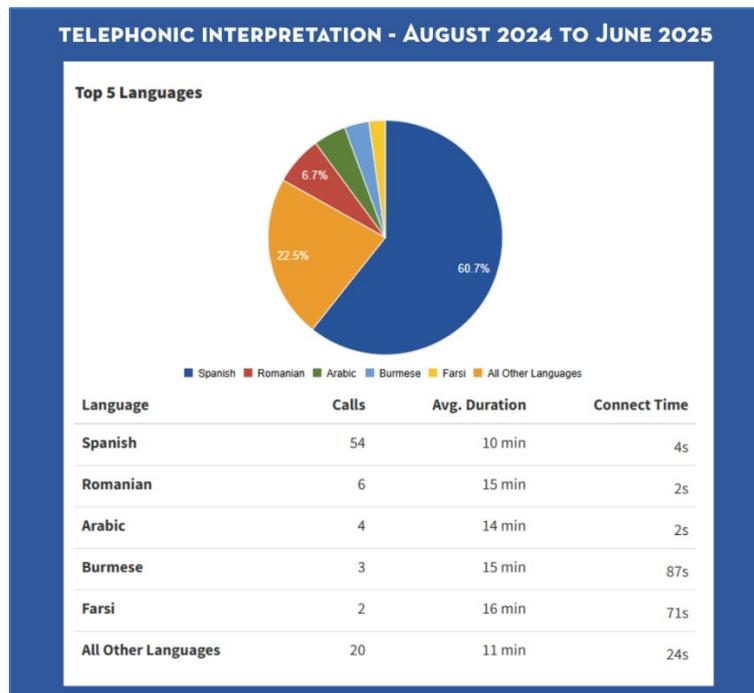
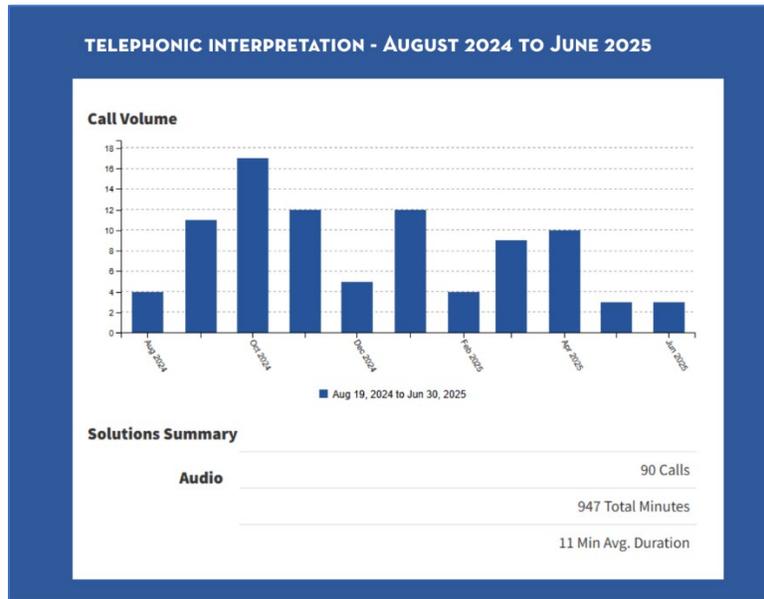


Interpretation Services

Action highlights include the following:

- Purchased new state-of-the-art interpretation equipment (August 2024)
- Provided certified interpreters for in-person interpretation at key public engagement sessions (Town Budget Hearing, Town Hall Meeting, engagement workshops for the Downtown Area Plan, Carrboro in Motion events, Family Financial Assistance Program, and other projects)
- Assisted residents through Language Line Solutions telephonic interpretation touchpoints numbering 90 calls and 947 minutes from August 2024 to June 2025. The top five languages interpreted during this period were Spanish, Romanian, Arabic, Burmese and Farsi.
- Ensured that interpreters were available for residents impacted by emergencies (Tropical Storm Chantal) through partnerships with Orange County.
- Provided rentals of Interpretation equipment: There were three (3) instances for Empowerment Inc. and for Triangle Mutual Aid (June 2025)





Translation Services

Action highlights include the following:

- Created a webpage for Language Access Services that states services provided, publishes the Language Access Plan, and provides online and pdf versions of complaint forms in community languages (Spanish, Karen, Mandarin Chinese, Burmese, Korean, Arabic).
- Provide Google Translate button on Town of Carrboro website (ongoing).
- Provide language translation in community languages on Engage Carrboro platform by Social Pinpoint. (ongoing)
- Published Emergency Preparedness and Response messages from Orange County Government to community during weather emergencies.
- Produced a bilingual (Spanish-English) wall calendar and distributed to residents of apartment complexes, historically African American neighborhoods, and at events
- Installed bilingual parking wayfinding signage throughout downtown Carrboro
- Installed bilingual parks signs for Baldwin and Martin Luther King Jr. parks (and all parks facilities will be receiving new bilingual signage later in 2025)
- Displayed language access services (through digital monitors) at all public facilities managed by Town of Carrboro
- Translated more than 50 vital documents from across Town Departments
- Provide U.S. Constitution booklets in Spanish and “Know Your Rights” cards in Spanish and Arabic.





Providers and Supporting Organizations

- UNC-Chapel Hill Building Integrated Communities – In 2023-2024, the Town of Carrboro worked with the Building Integrated Communities Program (BIC) at the Institute for the Study of the Americas at UNC-Chapel Hill and with local residents and community-based organizations, including the Refugee Community Partnership (RCP), to identify strategies and policies for its Language Access Plan.
- Refugee Community Partnership is a community development organization that works to equip refugee'd people in CH-Carrboro with the skills and strengths needed to become self-sufficient and collectively resilient. RCP assists with building trust and relationships among refugee community members, public service providers, and local government. RCP tables at Carrboro in Motion and Carrboro Day events in March and May 2025, engaging our Arabic, Burmese, Karen, and Spanish-speaking residents. They also assist in distributing emergency communication messages in at least five languages.
- Language Line Solutions – Used by many public agencies across North Carolina, this company provides language access in more than 240 languages through spoken interpretation and written translation. The Town of Carrboro uses on-demand interpretation primarily by phone, although video services are also available.
- CHICLE Language Institute – Most translation services are conducted through CHICLE, working closely with Perla Saitz and Rebeca Cabrera.
- El Centro Hispano – Latino-led/Latino-serving organization working with and on behalf of the Hispanic/Latino community in Carrboro.

- Orange County Government - provides services to persons with limited English proficiency (LEP) and works to provide LEP persons "meaningful access" to Orange County programs and services.



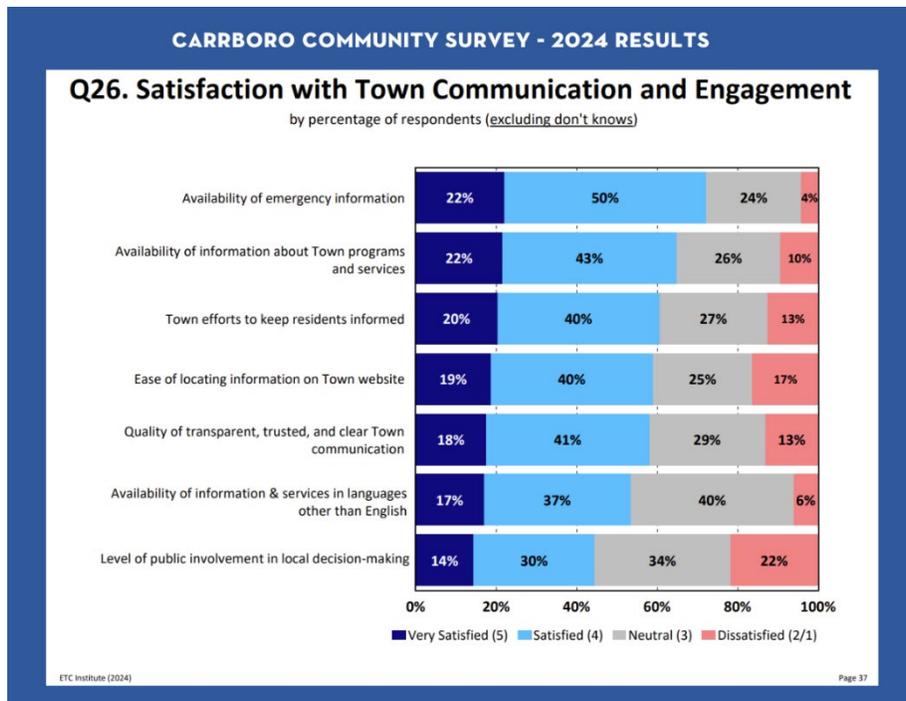
Supporting Our Employees

Action highlights include the following:

- Communication and Engagement staff assist with fulfilling interpretation and translation requests for all Town departments. For on-demand services where a qualified multilingual staff member is not available, telephonic interpretation or video interpretation is provided through Language Line Services.
- Communication & Engagement provides regular updates on language access services to the Communications Team, which serves as reporting liaisons on language access.
- Communication & Engagement provides training to Town staff members on language access services, including use of "I Speak" cards to staff in public facing positions
- Bilingual/Multilingual Staff Evaluation and Compensation Policy – A policy to implement a \$1,250 annual stipend to qualifying employees was approved the Town Manager Patrice Toney in July 2025. Employees performing interpretation/translation services for the Town will be part of the Town's Language Access Team and will receive training and guidance on best practices to ensure a clear understanding of their roles and responsibilities in providing interpretation, translation and in-language services. Once this is implemented, additional evaluation processes will help monitor program success.

Feedback about Language Access Services

- Internal Survey – A staff survey on language access services was conducted in 2023. This survey will be repeated in fiscal year 2026.
- There were no complaints received about language access services. Language Access Formal Complaint Forms are published in six languages on the Town website.
- According to the 2024 Community Survey, 54% of people surveyed were satisfied with the availability of Town information provided in languages other than English, while 40% were neutral on this question and 6% were dissatisfied.



Budget Expenditures for Language Access Services 2024-25 Town of Carrboro, NC

At the outset of the implementation of the Language Access Plan, the Town of Carrboro utilized grant funds from UNC-Chapel Hill’s Building Integrated Communities totaling \$25,000, as well as consulting and advice from the Refugee Community Partnership be more responsive to language access needs in our community.

For fiscal year 2026, we intend to use the remaining grant funds (approx. \$7,000) to implement the bilingual/multilingual staff stipend program and further develop the budget for annual support of language access services.