



January 21, 2021 5:15 p.m. – 7:15 p.m.

Zoom: <https://cambridgema.zoom.us/j/92461748993>

Summary of Conversation Topics

- Language Access in Greensboro, NC
- Who lives in Cambridge
- Language Justice Working Group Update
- Cambridge Youth Council Updates

Present:

Co-Chairs: Mayor Sumbul Siddiqui and Neal Michaels

Members: Tina Alu, Branville Bard, Rin Benham, Ben Clark, Michelle Godfrey, Kim Goldstein, Irene Hill, Liz Hill, Claude Jacob, David Kale, Michelle Lower, Alanna Mallon, Maria McCauley, Neal Michaels, Geeta Pradhan, Bridget Rodriguez, Kenny Salim, Ellen Semonoff, Sumbul Siddiqui, Tagesech Wabeto, Ayesha Wilson

Executive Director: Nancy Tauber

Notetaker: Nancy Tauber

Find It Manager: Andrew Liedtka

Cambridge Youth Council (CYC) Coordinator: Tina Johnson

CYC Members: Atqiya Farooz

Language Justice Working Group: Robin Harris, Shayla Simmons, Kate Thurman, Thurya Beek, Aboma Diraba, Christine Elow

Guests: Jodie Stanley, Cliff Cook, Rohan Kundargi, Jose Wendel, Leslie Jimenez, Jen Bailly, Sue Walsh, Stephanie Farrell (CART)

5:15 Meeting Starts

- ❖ Welcome & Agenda Overview (10 min)
 - The meeting is recorded
 - We are using CART - Communications Access Realtime Translation
 - Introductions - Name and Role
- ❖ Presentation & Discussion - Language Access in the City of Greensboro, NC
Jodie Stanley, Human Rights Department Outreach and Education Coordinator
Jodie.Stanley@Greensboro-nc.gov
 - GOAL - From Compliance to Caring: Inspiring Empathy
 - Initial steps to success

- Created a Language Access Plan in 2010
- Officially identified a point person in 2016
- Conducted a one year compliance assessment
- Presented language access compliance goals to City leadership in 2017
- Employed a phased roll-out plan to address any concerns about budgetary impact
- Identified departmental liaisons in 2017
- Things we would have done differently
 - Identified a full-time staff member to manage language access
 - Centralized funding
 - Developed a more formal job description for departmental liaisons
 - Identified coordinator training early on
 - Connected with other cities (Municipal Language Access Network)
- Empowering **Leadership**
 - Step One: Audience
 - What does your City value?
 - What do they want to hear?
 - What do they need to hear?
 - Step Two: Make Them Look Good
 - Wrap back around and give leadership a story they can retell.
- Empowering **Liaisons**
 - Provide clear directives
 - Attendance policy
 - Be accessible
 - Back them up
 - Ask for their feedback
 - Support the voluntold-ers
 - Guest speakers for meetings
 - **Close the gap between immigrants and City staff**
- **Ideal liaison:** mid to high level management employee, passionate about customer service, communication and immigrant support, empowered to make decisions
- Empowering **Bilingual Staff**
 - Bilingual Pay Incentive Program
 - Allows us to identify, test, incentivize and train bilingual staff members. Annual interpreter training is required to maintain their certification.
 - Annual Celebration
 - Event to celebrate progress in each department, recognize and thank bilingual staff. Leadership get the opportunity to see the great work the team is doing and feel the positive energy.
 - Interpreter Training for Bilingual Staff
 - Protects the City from liability, increases respect for their own skillset and the role of interpreter, understanding of their language limitations, and permission

to say no. We encourage professional development.

- Online Reporting Tool

Allows bilingual staff to track their activity.

- Conexión

Hispanic/Latinx employee resource group created in 2020 to be a supportive network. One of their first tasks was to organize a mask giveaway for the Spanish-speaking community.

- Empowering **Frontline Staff**

- Access to Language Line

- Training

- Online reporting tool

- Signage

- Language Identification Cards

- Support when something goes wrong

- Information on our intranet

- Speaker Series

- Immigration 101

- Working with Customers Who Are Deaf and Hard of Hearing

- Language Justice: Why Adequate Language Service Matters

- Language Access in Public Safety

- **Greensboro Speaks: Basic Spanish and Cultural Humility Course**

Partnership with Human Resources, this course offers an overview of basic Spanish, Language Access requirements, immigration 101, cultural humility and implicit bias. Students' favorite sessions are with guest speakers.

- Empowering the **Community**

- Build relationships with community leaders and agencies

- Weekly Covid meetings

- International Advisory Committee (IAC)

- Partner with refugee placement agencies

- Faith leaders – Wat Greensboro/Islamic Center of Greensboro

- FaithAction ID Program/Greensboro Police Department

- Market language provision – website, handouts, bus wraps, signage

- LA complaint process and follow-up

- Question and Answers

- 10% of Jodie's time is on Language Access

- Each department has a liaison

- Recommend people who have authority to make decisions. Dedication and commitment is not enough

- Greensboro focuses on top 5 languages based on ACS data

- It also depends on the event or topic

- Partnership and collaboration with schools is limited to their governing structure. There has been some cross training and sharing of ideas.

- Technology
 - Use What's App with immigrants
 - Need to create videos
- Hiring Bilingual Staff
 - We need to retroactively fit this into current policies.
 - Identify which positions need to be bilingual staff
- Collaboration with ADA/Disabilities
 - Workshops & Training
 - ◆ Work with people who are hard of hearing
 - ◆ Services available
 - Collaborate with ADA coordinator
 - Library offers American Sign Language classes
 - We are working on updating our website to be accessible
- Other recommendations
 - Check Language Access Plans from other communities
 - Language ID cards
 - Language Line training
 - Create a City Language Access Plan that serves as a baseline and umbrella that all departments use. Then individual departments can add what is necessary for them.
 - Collaborate with others (Housing Authority, Fair Housing, etc.)
- Elections - Ask college students to help
- Greensboro Language Access Plan - Submitted to Department of Justice in 2010
https://docs.google.com/document/d/1Hq7ovBi6xceg-BV1bf_JtHw26k2PLBQgYHnmnU-OBB4/edit

❖ Presentation & Discussion -Who Lives in Cambridge: Cliff Cook, Senior Planning Information Manager, Community Development Department

- Presentation: https://www.cambridgema.gov/-/media/Files/CDD/FactsandMaps/presentations/demo_pres_language_access_20210121.pdf

❖ Language Justice Working Group Updates

- Working Group has met 2 times
 - What is Language Justice and Language Justice
 - Reviewed Work Plan
 - Discovery Phase
 - Identify questions for residents, families, city, school, community partners
 - How we are going to collect information (surveys, interviews, focus groups)

- Learn from others
- Understand demographics
- Develop recommendations for the Planning Phase

| Working Group Members | |
|-------------------------|--|
| Tina Alu (Co-Chair) | CEOC |
| Robin Harris (Co-Chair) | Cambridge Public Schools |
| Nancy Tauber | Family Policy Council |
| Thurya Beek | Community Engagement Team |
| Rabeya Akther | Community Engagement Team |
| Lauren Morse | CPS Family Liaison |
| Aboma Dirbaba | CPS Family Liaison |
| Kunjal Shah | CPS Family Liaison |
| Shayla Simmons | Cambridge Housing Authority |
| Melissa Peters | Cambridge Community Development Department |
| Kate Thurman | Commission for Persons with Disabilities |
| Bridget Martin | Department of Human Services & City Manager (Communications Manager) |
| Christine Elow | Cambridge Police Department |
| Ester Serra Luque | Transition House |
| CYC | Cambridge Youth Council |
| Najah Casimir | Traffic, Parking and Traffic Communications Manager |

❖ Cambridge Youth Council Updates

- CYC & BSU Fundraising Challenge
 - Please share with your networks: [Link to Fundraiser Page](#)
 - <https://cambridgecf.networkforgood.com/projects/121606-2021-mlk-fundraising-challenge>
 - Cambridge Community Foundation is matching every dollar up to the \$12,000 goal Thank you Cambridge Community Foundation

❖ Family Policy Council Business

- Introductions
- Adoption of Minutes (November 19, 2020)
- Public Comment
- Announcements
 - Library and Mayor are giving away books (Rindge Towers, Cambridge Community Center Food Pantry)
 - Mayor, Vice Mayor, City Council Annual Sock Drive is Feb 1-14 - Socks go to Caspar and Homeless Shelters.
- Next Meeting is February 11

❖ Adjourn @7:15