

The regular meeting of the Mayor and Town Council was held on October 3, 2016 at 5:00 pm in the City Hall building with the following present:

Clerk: Anna Payne

Attorney: Mack Cowan

Cherokee Scout: Matthew Osborne

Mayor: William N. Hughes

Council: Frank Dickey

Barry McClure

David Hilton

Karen Watson

Sandy Sumpter

Mayor Hughes called for a motion to approve the minutes of the special meeting in September. David Hilton made the motion to approve the minutes of the meetings. Sandy Sumpter seconded the motion. Motion carried.

Barry McClure, duly seconded by Frank Dickey, made the motion to approve water and sewer releases totaling \$1,782.68. Motion carried.

Barry McClure, duly seconded by Frank Dickey, made the motion to approve the following 2016 tax release totaling \$1,577.48 due to property being tax exempt. #226-Calvary Mountainside Church. Motion carried.

Barry McClure, duly seconded by Frank Dickey, made the motion to approve the following 2016 tax refund totaling \$126.47 due to overpayment of account . #476-Carolina Farm Credit. Motion carried.

Ben Pierce gave the Council a proposal for a land swap. He wanted to swap his property on Connaheeta Street for the property next to his at the Depot. After much discussion, the Council had not interest in swapping property but agreed to work on the appearance of the Town's property .

David Hilton made the motion to approve updating the Limited English Proficiency Policy.. Sandy Sumpter seconded the motion. Motion carried.

Providing Meaningful Communication with Persons with Limited English Proficiency Town of Murphy

October 2016 through October 2019

The purpose of this Policy and Plan is to ensure compliance with Title VI of the Civil Rights Act of 1964, and other applicable federal and state laws and their implementing regulations with respect to persons with limited English proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited.

POLICY:

In order to avoid discrimination on the grounds of national origin, all programs or activities administered by the **Town of Murphy** will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in benefits and services for which such persons qualify. This Policy defines the responsibilities the agency has to ensure LEP individuals can communicate effectively.

DEFINITIONS:

Limited English Proficient (LEP) individual – Any prospective, potential, or actual recipient of benefits or services from the agency who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with health care providers and social service agencies.

Vital Documents – These forms include, but are not limited to, applications, consent forms, all compliance plans, bid documents, fair housing information, citizen participation plans, letters containing important information regarding participation in a program; notices pertaining to the reduction, denial, or termination of services or benefits, the right to appeal such actions, or that require a response from beneficiary notices advising LEP persons of the availability of free language assistance, and other outreach materials.

Title VI Compliance Officer: The person or persons responsible for administering compliance with the Title VI LEP policies.

Substantial number of LEP: 5% or 1,000 people, whichever is smaller, are potential applicants or recipients of the agency and speak a primary language other than English and have limited English proficiency.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

The Town of Murphy will promptly identify the language and communication needs of the LEP person. Staff will use a language identification card (or "I speak cards," <http://www.lep.gov/resources/ISpeakCards2004.pdf>) and LEP posters to determine the language. In addition, when records are kept of past interactions with individuals or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTERPRETER

List the current name, office telephone number, office address and email address of the Title VI compliance officers:

Anna Payne, Town Manager
P.O. Box 130
Murphy, NC 28906
Town_of_murphy@frontier.com

(Note: The agency must notify the Division of Water Infrastructure (DWI) Compliance Specialist immediately of changes in name or contact information for the Title VI compliance officer.)

Check all methods that will be used:

- Maintaining an accurate and current list showing the language, phone number and hours of availability of bilingual staff (provide the list):
- Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;
- Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

(Identify the agency(s) name(s) with whom you have contracted or made arrangements)

Southwestern Commission
The Language Line

Have/has agreed to provide qualified interpreter services. The agency's (or agencies') telephone number(s) is/are (insert number (s)), and the hours of availability are (insert hours).

Sarah Thompson, Southwestern Commission,
(828) 586-1962 8:00 a.m. – 5:00 p.m.

The Language Line 1-888-983-5352 24 hours per day / 7 days per week

Other (describe):

All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter. Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest should be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. PROVIDING WRITTEN TRANSLATIONS

- i. The Town of Murphy will set benchmarks for translation of vital documents into additional languages. (please ensure to keep records of those documents that apply to your agency)
- ii. When translation of vital documents is needed, the Town of Murphy will submit documents for translation into frequently-encountered languages.
- iii. Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

4. PROVIDING NOTICE TO LEP PERSONS

The Town of Murphy will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Example: The notification will include, in the primary language of the applicant/recipient, the following language: **IMPORTANT: IF YOU NEED HELP IN READING THIS, ASK THE AGENCY FOR AN INTERPRETER TO HELP. AN INTERPRETER IS AVAILABLE FREE OF CHARGE.**

All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and individuals and their families will be informed of the availability of such assistance free of charge.

At a minimum, notices and signs will be posted and provided in intake areas and other points of entry, including but not limited to the main lobbies, waiting rooms, etc.

Main Lobbies

Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations

Outreach documents and or local newspapers

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, The Town of Murphy will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, The Town of Murphy will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, complaints filed by LEP persons, feedback from residents and community organizations, etc.

I. Compliance Procedures, Reporting and Monitoring

A. Reporting

The agency will complete an annual compliance report and send this report to DWI. (Format will be supplied by DWI)

B. Monitoring

The agency will complete a self-monitoring report on a quarterly basis, using a standardized reporting system proposed by the local government. These reports will be maintained and stored by the Title VI Compliance Officer and will be provided to the DWI upon request.

The agency will cooperate, when requested, with special review by the DWI.

II. Applicant/Recipient Complaints of Discriminatory Treatment

A. Complaints

The agency will provide assistance to LEP individuals who do not speak or write in English if they indicate that they would like to file a complaint. A complaint will be filed in writing, contain the name and address of the person filing it or his/her designee and briefly describe the alleged violation of this policy. The form can be found at <http://www.nccommerce.com/rd/community-assistance/investment-assistance/forms-resources/compliance-plans-and-templates/limited-english-proficiency>.

The agency will maintain records of any complaints filed, the date of filing, actions taken and resolution.

The agency will notify the appropriate section within DWI of complaints filed, the date of filing, actions taken and resolution. This information will be provided within 30 days of resolution.

B. Resolution of Matter

If the matter cannot be resolved by informal means, the individual will be informed of his or her right to appeal further to DWI. This notice will be provided in the primary language of the individual with Limited English Proficiency.

The DWI Compliance Office will conduct an investigation of the allegations of the complaint. The investigation will afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.

The investigation will not exceed 30 days, absent a 15-day extension for extenuating circumstances.

If the investigation indicates a failure to comply with the Act, the local unit of government, agency Director or his/her designee will so inform the recipient and the matter will be resolved by informal means whenever possible within 60 days.

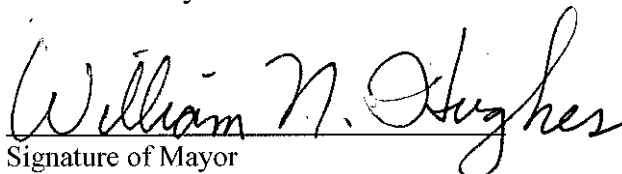
If the matter cannot be resolved by informal means, then the individual will be informed of his or her right to appeal

further to the Department of Justice. This notice will be provided in the primary language of the individual with Limited English Proficiency. If not resolved by DWI, then complaint will be forwarded to Department of Justice (DOJ), Department of Housing and Urban Development (HUD) Field Office.

SUBMITTED AND ADOPTED BY:
Town of Murphy

WilliamN.Hughes

Name of Mayor



Signature of Mayor

10-3-2016

Date

This information is available in Spanish or any other language upon request. Please contact Anna Payne, Town Manager, P.O. Box 130, or 5 Wofford Street, Murphy, NC 28906 or by calling (828) 837-2510 for accommodations for this request.

Esta informaci6n esta disponible en espafiol o cualquier otro idioma bajo petici6n. Por favor, p6ngase en contacto con Anna Payne, Manager de la ciudad, P.O. Box 130, o 5 Wofford Street, Murphy, NC 28906 o llamando al (828) 837 a 2510 para el alojamiento para esta solicitud.

An Equal Opportunity / Affirmative Action Employer

David Hilton made the motion to approve a speed bump request on Depot Street. Sandy Sumpter seconded the motion. Motion carried.

There being no further business to discuss, the motion to adjourn the meeting at 5:30 p.m. was made by Barry McClure and duly seconded by Sandy Sumpter. Motion carried.

ATTEST:

Clerk

Mayor