



CITY OF PALMDALE

Limited English Proficiency Plan

2013-2014 through 2018-2019

April 6, 2014

CITY OF PALMDALE

LIMITED ENGLISH PROFICIENCY PLAN

A. PLAN PURPOSE

This City of Palmdale Limited English Proficiency (LEP) Plan is established pursuant to and in accordance with Executive Order 13166, “Improving Access to Services for Persons With Limited English Proficiency,” Title VI of the Civil Right Act of 1964, and the Department of Housing and Urban Development’s (HUD) Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, dated January 22, 2007, and effective February 21, 2007.

LEP persons are those whose proficiency in speaking, reading, writing, or understanding English is such that it would deny or limit their meaningful access to programs and services provided by the City of Palmdale if language assistance were not provided.

Executive Order No. 13166 was adopted to ensure meaningful access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency.

B. CITY POLICY

The City of Palmdale (Palmdale or City) is committed to ensuring that programs and resources are accessible to LEP persons, without discrimination on the basis of national origin. Palmdale is further committed to providing translation assistance to LEP persons whose primary language constitutes 5% or more of the City of Palmdale population.

C. FOUR-FACTOR ANALYSIS

As a recipient of federal funding, Palmdale is required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The following four-factor analysis is the starting point for creating a Plan which balances LEP needs and assistance measures provided:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee.

At the time of the 2010 U.S. Census, Palmdale had a population of 152,750. Since not all 2010 census data has been released, the City will incorporate the most recent detailed data available as derived from the U.S. Census Bureau’s 2008-2012 American Community Survey 5-Year Estimates (ACS). The ACS estimated Palmdale population in 2008 was 151,841, with approximately 74.9 percent of its residents native born and about 25.1 percent foreign born.

The City of Palmdale is ethnically diverse, with racial and ethnic minorities representing fast growing segments of the population. About 56.7 percent of the population is non-white, a substantially higher proportion than the national average for metropolitan areas. Hispanics of any race are the largest non-white ethnic group, comprising 54.9 percent of the population, along with Black or African Americans (13.9%), and Asians (4.4%).

Of critical concern for the development of this Plan is the language spoken at home, which as reflected in the 2008-2012 ACS is detailed as follows:

LANGUAGE SPOKEN AT HOME		
	Number	Percent
Population 5 years and over	139,368	100.0
English only	78,872	56.6
Language other than English	60,496	43.4
Speak English less than "very well"	26,979	19.4
Spanish	53,592	38.5
Speak English less than "very well"	23,818	17.1
Other Indo-European languages	1,861	1.3
Speak English less than "very well"	881	0.6
Asian and Pacific Islander languages	4,329	3.1
Speak English less than "very well"	2,017	1.4
Other Languages	714	0.5
Speak English less than "very well"	263	0.2

HUD has provided "safe harbor" guidance which establishes language group size thresholds as the basis for determining the minimum required written materials LEP assistance.

Size of Language Group - Recommended Provision of Written Language Assistance	
1,000 or more in the eligible population in the market area or among current beneficiaries.	Translate vital documents.
More than 5% of the eligible population or beneficiaries <i>and</i> more than 50 in number.	Translate vital documents.

More than 5% of the eligible population or beneficiaries <i>and</i> 50 or less in number.	Translate written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries <i>and</i> less than 1,000 in number.	No written translation is required.

ANALYSIS

For the purposes of this review, the “eligible population” is defined as the City of Palmdale population over the age of 5 years. This standard is applied to facilitate review and interpretation of the available U.S. Census and ACS data, and to provide the most conservative assessment of LEP needs.

Spanish Language Sub-set

The above 2008-2012 ACS language table reflects that Spanish is the largest language group which may require the provision of LEP assistance, with 38.5% of the City’s population over the age of five indicating the primary use of Spanish at home, and 17.1% of the Spanish speaking population over age five indicating that they speak English “less than very well.” The 23,818 persons indicating that they speak English less than “very well” exceeds the 1,000 person threshold established under HUD’s safe harbor guidance, as well as the corresponding 17.1% exceeding 5% of the eligible population. Based on these findings, the translation of vital documents into the Spanish language is required.

Other Indo-European Languages Sub-set

The Indo-European language group includes several hundred languages and dialects. Major sub-families include the Italic languages (Catalan, Italian, Spanish, Portuguese, French, and Romanian), Germanic languages (German, Dutch, English, Swedish, Norwegian, Danish, etc.), Hellenic (Greek), Indo-Iranian languages, (Hindustani, Bengali, Punjabi, Persian, Pashto, Gujarati, etc.), Celtic languages, Armenian, Balto-Slavic languages, and Albanian.

A total of 881 persons (0.6% of the eligible population) over the age of 5 who primarily speak Indo-European languages have indicated that they speak English less than “very well”. This quantity does not exceed either the 1,000 person or 5% HUD safe harbor thresholds; and as a result translation of vital documents is not mandated.

Asian and Pacific Islander Languages Sub-set

“Asian” refers to a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. The Asian population includes people who indicated their race(s) as “Asian” or reported

entries such as “Asian Indian,” “Chinese,” “Filipino,” “Korean,” “Japanese,” and “Vietnamese” or provided other detailed Asian responses. Native Hawaiian and Other Pacific Islander are persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands; and includes people who indicate their race as 'Native Hawaiian', 'Guamanian or Chamorro', 'Samoan', and 'Other Pacific Islander'."

While the number of persons speaking Asian and Pacific Islander languages at home totals 4,329, it is important to note that 2,017 persons (46.6% of the language group) indicated that they spoke English less than “very well,” or approximately 1.4% of the population over the age of five.

Further examination of the 2008-2012 ACS data reflects the following Asian, Hawaiian, and Pacific Islander race distribution for the City of Palmdale:

Asian, Hawaiian, and Pacific Islander Race Distribution		
	Estimate	Percentage of Total Population
Asian	6,608	4.4
Asian Indian	485	0.3
Chinese	501	0.3
Filipino	3,577	2.4
Japanese	341	0.2
Korean	381	0.3
Vietnamese	409	0.3
Other Asian	914	0.6
Native Hawaiian and Other Pacific Islander	333	0.2
Native Hawaiian	139	0.1
Guamanian or Chamorro	0	0.0
Samoan	126	0.1
Other Pacific Islander	68	0.0

Considering the distribution reflected in the above table, the Filipino race with an estimated population of 3,577 persons (2.4% of the population) represents a potential area of examination for the provision of LEP assistance. All other Asian, Hawaiian and Pacific Islander race groups are below the 1,000 person and 5.0% of the HUD eligible population thresholds; thereby excluding them from the required translation of vital documents.

With 3,577 persons, the Filipino race constitutes approximately 54.13% of the Asian, Hawaiian, and Pacific Islander category. Applying this prorated percentage of 54.13% to the 2,017 Asian and Pacific Islanders that indicated that they spoke English less than “very well” results in an estimated 1,092 persons, or approximately 0.78% of Palmdale’s Filipino speaking population that is 5 years of age and over. These 1,092 persons are further distributed over the fourteen (14) major languages inclusive of: Tagalog, Cebuano, Ilocano, Hiligaynon or Ilonggo, Northern Bicol, Kapampangan, Pangasinan, Chavacano, Meranaw, Maguindanao, Kinaray, Tausug, Surigaonon, and Waray-Waray, that each have in excess of one million Philippine speakers. Of these major languages, Tagalog and Cebuano, account for approximately 30% and 27% of the population respectively. Accordingly, this array of languages serves to further dilute the number of LEP persons for any given language spoken by Filipino residents to a level below the 1,000 or 5% of the eligible population HUD thresholds; thereby excluding them from the required translation of vital documents.

Other Languages

An additional 714 persons were categorized under unspecified “Other Languages.” Of the 714 persons, 263 indicated that they spoke English less than "very well". While specific languages were not defined, no further analysis is required since the 263 person count would not meet the 1,000 person, or, 5% of the population thresholds requiring the translation of vital documents.

2. The frequency with which LEP persons come into contact with the program.

The City of Palmdale annually conducts a wide variety of programs utilizing HUD funding resources. The City also receives funding from FTA for Capital Improvement Projects. While programs and their respective funding levels vary from year to year, the general range of activities has remained relatively consistent. Based on this historical consistency, this LEP Plan is designed to be effective for the five-year period between 2013-2014 and 2018-2019. In the event that projects or programs are HUD funded, and not adequately considered under this LEP Plan, an amendment to the Plan shall be performed to appropriately consider and address the proposed or approved activities. Approved 2013-2014 activities include the following:

Approved 2013-2014 CDBG Program Activity	Budget
CDBG Administration	
General CDBG Administration	\$ 251,604
Housing Rights Center	\$ 27,448
Sub-Total	\$ 279,052

CDBG Public Service Activities	
South Antelope Valley Emergency Services	\$ 200,289
Greater Los Angeles Agency on Deafness	\$ 9,000
Sub-Total	\$ 209,289
CDBG Capital Improvements	
Boulders at the Lake	\$ 421,608
Courson Connection Infrastructure	\$ 20,000
ADA	\$ 50,000
Section 108 Loan Repayment	\$ 415,310
Sub-Total	\$ 906,918
CDBG TOTAL	\$1,395,259

Proposed 2013-2014 HOME Program Activity	Budget
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HOME Administration	
HOME Program Administration	\$ 36,238
Sub-Total	\$ 36,238
HOME Activities	
Community Housing Development Org.	\$ 54,357
Multi-Family Rehabilitation	\$ 271,788
Sub-Total	\$ 326,145
HOME TOTAL	\$ 362,383

PUBLIC WORKS – Capital Improvement	Past & Current Funding
Palmdale Transportation Center (2000 call)	\$2,886,000
Palmdale Transportation Center Parking Lot Expansion (2011)	\$245,000

In addition to the above indicated \$1,395,259 in CDBG funds and \$362,383 in HOME Investment Partnerships Program (HOME) funds, Palmdale is anticipating approximately \$150,000 of program income generated from Neighborhood Stabilization Program (NSP) activities to assist the City in the acquisition, rehabilitation, and resale of abandoned and foreclosed homes.

For CDBG funded activities, the three (3) capital projects: (1) Boulders at the Lake, (2) Courson Connection Infrastructure, and (3) ADA, as well as the Section 108 Loan Repayment, which is solely a financial transaction, will not entail participatory contact with LEP persons.

As CDBG funded activities, CDBG Administration, the Housing Rights Center, and the two (2) above indicated public service activities have the greatest expectation of contact with LEP persons. Consequently, the City has an enhanced duty to ensure reasonable access to these programs and services for LEP persons.

For HOME funded activities, the Community Housing Development Organization (CHDO) and Multi-Family Rehabilitation projects entail the development of affordable housing. As a capital improvement project, participatory contact with LEP persons will not occur. HOME Program Administration will benefit from the provision of LEP assistance for applicants and participants in HOME funded activities.

The acquisition and rehabilitation phases of the City’s NSP funded multi-family activity do not anticipate contact with LEP persons, however upon completion of the housing rehabilitation activity, the resale of rehabilitated properties will potentially benefit from the provision of LEP assistance.

Consistent with the above analysis and program reviews, historic CDBG, HOME and NSP program inquiries, utilization, and outreach have reflected Spanish to be the largest language group in need of LEP assistance.

With regard to Public Works Capital Improvement Projects, the interaction with LEP individuals does not typically occur. However, when a CIP project is processed through the City Planning and Public Works Department, staff is required to provide the information any vital document in Spanish and other languages as requested.

3. The nature and importance of the program, activity, or service provided by the program to people’s lives.

CDBG, HOME, and NSP funded activities positively impact the lives of all of the City’s residents. However, as previously discussed, there are a number of federally funded activities which provide substantial direct benefits to participants:

Program	Benefits
CDBG – Housing Rights Center	Resolution of discriminatory acts to ensure equitable access to decent housing, and the provision of landlord/tenant mediation services.

CDBG – S. Antelope Valley Emergency Services	Provision of emergency assistance to special needs populations, inclusive of motel vouchers and food.
CDBG – Greater Los Angeles Agency on Deafness	Provides supportive services to a special needs population.
HOME – Community Housing Development Org.	Provides long term affordable housing opportunities, and expands the supply of affordable housing.
HOME – Multi-Family Rehabilitation	Provides a funding source for the performance of rental housing repairs, and the provision of affordable rental housing.
NSP – Acquisition/Rehab/Resale	Provides long term affordable housing ownership opportunities, and expands the supply of affordable housing.
Public Works – Capital Improvement Projects – Transit Projects	Provide transportation facilities and roadway infrastructure to all public citizens who use these means of transportation (i.e. PTC, Bus Stops, Park and Ride lots)

The CDBG and HOME Administration projects provide administrative oversight, and as such are responsible for the citizen participation process for federally funded activities. In this capacity, the Administration projects are directly linked to all of the above projects.

4. The resources available to the grantee/recipient and costs.

The City of Palmdale currently has bilingual (English/Spanish) staff available for the provision of interpretation services in facilities where the City is the direct provider of federally funded services. All federally-funded subrecipients also have bilingual (English/Spanish) staff available to assist clientele. In addition, the City has direct link translation services available on its City web site for a multitude of major languages.

Based on the presence of bilingual staff, in addition to available interpretation (oral) services, translation (written) services are also available for any required documents.

D. PLAN TO INCREASE LEP RESOURCES

Based on the foregoing “Four Factor Analysis,” the greatest need for LEP resources is for the provision of Spanish language services. In an effort to meet these needs, the City will implement responsible measures that provide the following:

1. While interpretation services are widely available at the various venues providing services, enhanced efforts are required in the provision of translation services for vital federally funded program documents.

“Vital documents” are those that contain information that is critical for obtaining or maintaining the services or benefits that are supported by Federal funds, or that are required by law. Such documents may include but are not limited to outreach materials, applications, consent forms, complaint forms, notices of participant rights and responsibilities, disciplinary notices, letters or notices that require a response from the participant or beneficiary, legal notices, and notices advising LEP persons of the availability of free language services.

The City will perform written Spanish translations for all documents deemed vital for each program offered. Where HUD or other forms have been translated, and participant signature is required, the participant shall sign the English version of the form as the legally binding document, with the Spanish language translation attached. Translations which require signature shall carry the disclaimer that: “This document is a translation of a HUD-issued and/or required document. This translation is provided to you merely as a convenience to assist in your understanding of your rights and obligations. The English language version of this document is the official, legal, controlling document. This translated document is not an official document.

2. Provide annual staff training on the requirements of this plan, and its effective implementation at the staff, program, and project level; inclusive of a description of internal resources available and how to access them, sensitivity to LEP persons, response protocols for addressing LEP callers, written communications, and in-person contacts, and availability and access to external referral resources.
3. Insert “tag lines” on all printed outreach materials indicating the availability of translation and interpretation services by the City.
4. Explore the implementation of Spanish speaking telephone options at the point of intake for all project related inquiries.
5. Continue to provide interpretation services as necessary to ensure access by LEP persons in all federally funded activities.

6. Advise CDBG, HOME, NSPPublic Works staff administering FTA funded projects, service providers regarding the need to provide translation of “vital documents” utilized under their respective programs.
7. Explore access to community based services which provide needed translation and interpretation services for non-Spanish speaking LEP persons.
8. Conduct targeted outreach to the LEP populations via community contacts, ethnic media, or other available means.

E. PLAN MONITORING AND UPDATE

For the five (5) year term of this LEP Plan, it shall be reviewed annually by City staff to ensure conformance with the all statutory requirements, evaluate its effectiveness, and modified as necessary to accommodate changes to regulatory requirements and federally funded programs and projects.