



CITY OF PALMDALE

Consolidated Plan Programs Limited English Proficiency Plan 2019-2020 through 2024-2025

Adopted March 2020

A. PLAN PURPOSE

This 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.

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.

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 federally conducted and assisted programs and activities provided by the City of Palmdale, if language assistance were not provided.

B. POLICY

The City is committed to ensuring that federally funded programs and resources are accessible to LEP persons, without discrimination on the basis of national origin. The City is further committed to providing translation assistance for federally funded programs and resources to LEP persons whose primary language constitutes 5 percent or 1,000 persons, or more of the City of Palmdale population.

C. FOUR-FACTOR ANALYSIS

As a recipient of federal funding, the City is required to take reasonable steps to ensure meaningful access to their federally funded 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.

According to the 2017 American Community Survey 5-year Estimates (ACS), Palmdale had a population of 157,358 in 2017. Approximately 74.7 percent of its residents are native born, with the remaining 25.3 percent foreign born.

The City of Palmdale is ethnically diverse, with racial and ethnic minorities representing fast growing segments of the population. Approximately 42.6% of the population is white, which exceeds the 39% estimate of the white population for the State of California. Whites are followed by the following single race populations: Black or African Americans at 12.5%, Asians at 4.4%, American Indian and Alaskan Native at 0.9%, Native Hawaiian and Other Pacific Islanders at 0.3%, and “Some Other Race” at (34.0%). Hispanics of any race are the largest ethnic group, comprising 58.6% of the population.

Of critical concern for the development of this LEP Plan is the language spoken at home, which as reflected in the 2013-2017 ACS is detailed as follows:

CITY OF PALMDALE LANGUAGE SPOKEN AT HOME 2013-2017 ACS		
	Number	Percent of Population 5 years of age and over
Population 5 years of age and over	143,962	100.0
English only	85,210	59.2
Language other than English	58,752	40.8
Speak English less than "very well"	26,987	18.7
Spanish	52,039	36.1
Speak English less than "very well"	24,178	16.8
Other Indo-European languages	2,003	1.4
Speak English less than "very well"	682	0.5
Asian and Pacific Islander languages	3,724	2.6
Speak English less than "very well"	1,811	1.2
Other Languages	986	0.7
Speak English less than "very well"	316	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 percent of the eligible population or beneficiaries <i>and</i> more than 50 in number.	Translate vital documents.
More than 5 percent 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 percent or less of the eligible population or beneficiaries <i>and</i> less than 1,000 in number.	No written translation is required.

ANALYSIS

The above 2013-2017 ACS Language Spoken at Home table reflects that Spanish is the largest language group which may require the provision of LEP assistance, with 52,039 persons, or 36.1 percent of the City’s population over the age of five indicating the primary use of Spanish at home, and 24,178 persons, or 16.8 percent of the City’s population over the age of five indicating that they speak English “less than very well.” The 24,178 Spanish speaking persons indicating that they speak English less than “very well” exceeds the 1,000-person threshold established under HUD’s safe harbor guidance. Based on these findings, LEP translation is required for the Spanish language for CDBG, HOME, and NSP programming, and for participatory contact programs and projects.

While the number of persons speaking Asian and Pacific Islander languages at home totals 3,724 (2.6% of the City population over the age of five), it is important to note that 1,811 persons (48.6 percent of the language group) indicated that they spoke English less than “very well,” or approximately 1.2 percent of Palmdale’s population over the age of five. The following table reflects the prorated distribution of the various Asian and Pacific Islander languages based on race characteristics for the City of Palmdale.

City of Palmdale Asian, Hawaiian, and Pacific Islander Race Distribution - 2013-2017 ACS				
	Number	Percentage of Total Population	Percentage of Asian, Hawaiian and Pacific Islander Race Population	Prorated Distribution of Asian, Hawaiian and Pacific Islander that Speak English Less Than Very Well
Asian, Native Hawaiian and Other Pacific Islander	7,342	4.67	100.00	1,811
Asian-Indian	484	0.31	7.69	139
Chinese	600	0.38	7.19	130
Filipino	3,410	2.17	48.06	870
Japanese	219	0.14	5.53	100
Korean	691	0.44	6.45	117
Vietnamese	611	0.39	8.55	155
Other Asian	885	0.56	12.36	224
Native Hawaiian	16	0.01	2.09	38
Guamanian or Chamorro	185	0.12	1.37	25
Samoan	241	0.15	0.18	3
Other Pacific Islander	0	0.00	0.00	0

Considering the distribution reflected in the above table, the Filipino race with approximately 3,410 persons is the largest race among the Asian population in the City. The Filipino race also constitutes 48.06% of the combined Asian, Hawaiian and Pacific Islander race population. Applying the prorated 48.06% of Filipino persons to the 1,811 Asian, Native Hawaiian and Pacific Islander persons that speak English less than “very well”, results in an estimated 870 Filipino persons potentially requiring LEP assistance.

These 870 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; each of which has in excess of one million Philippine speakers. Of these major languages, Tagalog and Cebuano, account for approximately 31% and 25% 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 levels significantly below the 1,000 person or 5% of the eligible population HUD thresholds; thereby excluding them from the required 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. 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 period between 2019-2020 and 2024-2025. 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 approved activities. The City’s Consolidated Plan Program has \$1,608,313 in CDBG funds and \$854,832 of HOME funds (\$300,000 derived from prior year resources) available for FY 2019-2020, and approved 2019-2020 activities include the following:

Approved 2019-2020 CDBG Program Activity	Budget
CDBG Administration	
CDBG Program Administration	\$ 288,300
Sub-Total	\$ 288,300
CDBG Public Service Activities	
Fair Housing Services	\$ 33,363
South Antelope Valley Emergency Services	\$ 241,247
Sub-Total	\$ 274,610
CDBG Non-Public Service Activities	
ADA Compliance – Public Facilities and Infrastructure Improvements	\$ 618,433
Section 108 Debt Service	\$ 426,970
Sub-Total	\$ 1,045,970
CDBG TOTAL	\$ 1,608,313

Approved 2019-2020 HOME Program Activity	Budget
HOME Administration	
HOME Program Administration	\$ 55,483
Sub-Total	\$ 55,483
HOME Activities	
Community Housing Development Organization	\$ 83,225
Tenant Based Rental Assistance	\$ 339,312
Multi-Family Rental New Construction	\$ 376,812
Sub-Total	\$ 799,349
HOME TOTAL	\$ 854,832

Of the CDBG funded activities, the ADA Compliance – Public Facilities and Infrastructure Improvements project is a capital improvement project, and will not entail participatory contact with LEP persons. The HOME funded Community Housing Development Organization project and Multi-Family Rental New Construction projects are also capital development projects that do not anticipate contact with LEP persons during their construction phase.

Both of the CDBG funded Public Service activities and the HOME funded Tenant Based Rental Assistance Program projects have the greatest expectation of contact with LEP persons. Consequently, the City has an obligation to ensure reasonable access to these programs and services for LEP persons.

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

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

CDBG and HOME funded activities provide positive impacts to the lives of all City residents. However, as previously discussed, there are a number of federally funded activities which provide substantial direct benefits to participants, inclusive of the following:

Program	Benefits
Fair Housing Services	Affirmatively furthers fair housing choice through the provision of fair housing education, counseling, and anti-discrimination and landlord-tenant mediation services.
Tenant Based Rental Assistance	Provides rental assistance to extremely-low income households, particularly seniors

Program	Benefits
South Antelope Valley Emergency Services	Provides a continuum of services to prevent and eliminate homelessness, including, but not limited to emergency services, homeless prevention programs, case management and transitional housing.

The above activities involve potential participatory contact with LEP persons, and as such require the provision of LEP language assistance.

The CDBG and HOME Administration projects provide administrative oversight and are responsible for the citizen participation process for federally funded activities. In this capacity, these Administration projects are directly linked to all of the above projects, and require that LEP language assistance be provided.

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 sub-recipients also have bilingual (English/Spanish) staff available or interpreters accessible 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 most required documents.

Due to the potential liabilities for errors in translation, legal documents may require that external professional translators be employed. Additionally, large scale documents may also require the use of professional translators. Evaluation of cost-effective measures for the provision of LEP translation services will be made prior to engaging external service providers.

D. LANGUAGE ACCESS PLAN

Based on the foregoing “Four Factor Analysis,” the greatest need for LEP resources is in 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 federally funded public participation program implemented by the City. 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.

Where federally funded public participation programs use initial-contact “template” or “form letters”, such letters shall be provided in both English and Spanish, and will advise of the availability of language assistance services by the City.

2. With regard to the public participation process for Consolidated Plan Programs, the City will provide public hearing notices for its Consolidated Plan and Annual Action Plan in both English and Spanish, which will contain an advisory regarding the availability of language services throughout the planning process.

Public participation surveys will be provided in both English and Spanish; and Spanish interpretation services will be made available at all public meetings related to Consolidated Plan Programs.

In an effort to enhance participation in the planning process for Consolidated Plan Programs by LEP persons, outreach efforts will be conducted by the City with local community groups, and at public facilities in English and Spanish.

Both the draft and final Consolidated Plan and Annual Action Plans will be condensed into a Summary, and these summary documents will be translated into Spanish with a notification that specifies that additional translation or interpretation services are available on request. The Spanish Summary documents will be made available on the City’s website.

The City’s Citizen Participation Plan will be amended to reflect changes that are consistent with the requirements of this LEP Plan.

3. The City’s Sub-recipient and Public Service Application process for Consolidated Plan Programs will be amended to include requirements for the provision of LEP resources by sub-recipients and public service providers for all public participatory activities, including marketing, outreach, applications, vital document translations, and monitoring requirements.

All new Consolidated Plan Program Sub-recipient and Public Service agreements will be amended to incorporate LEP requirements relative to:

- a. Providing Spanish translations for all outreach, marketing, application materials, and vital documents, and to advise of the availability of language assistance services.
- b. Requirements will also be added for sub-recipients and public service providers to:
 - i. Develop and maintain operating procedures that address LEP assistance
 - ii. Maintain inquiry and application logs that specify language of choice
 - iii. Submit documentation to the City supporting sub-recipient and public service provider efforts to further LEP access
 - iv. Submit translated documentation to the City for maintenance in the City’s project files

- v. Require periodic City monitoring for compliance with LEP requirements.
4. Provide annual staff training for staff, sub-recipients, and public service providers of Consolidated Plan Program grant funds on the requirements of this LEP Plan, and its effective implementation at the staff, program, and project level.

In conjunction with this training, a curriculum shall be developed which addresses: a description of internal resources available and how to access them, sensitivity to LEP persons, response protocols for addressing LEP callers, written communications, in-person contacts, and availability and access to external referral resources.
5. Staff, sub-recipients, and public service providers will maintain inquiry and application logs that document the language preference of persons seeking to apply or participate in the Consolidated Plan Program funded activities and programs. The data derived from these logs will be analyzed to make any necessary adjustments to the LEP Plan.
6. The City and its Consolidated Plan Program sub-recipients and public service providers will insert “tag lines” on all printed outreach materials for federally funded programs and activities indicating the availability of Spanish translation and interpretation services by the City and its Consolidated Plan Program sub-recipients.
7. The City and its Consolidated Plan Program sub-recipients and public service providers will continue to provide Spanish language interpretation services as necessary to ensure access by LEP persons in all federally funded activities.
8. The City’s Consolidated Plan Program staff will explore access to federally funded community-based services which provide needed translation and interpretation services for non-Spanish speaking LEP persons.
9. The City’s Consolidated Plan Program staff will conduct targeted outreach for federally funded programs and activities to LEP populations via community contacts, ethnic media, or other available means.

Language Access Plan Implementation

Implementation of the above listed measures will be performed in accordance with the following schedule:

1. Spanish translations for all documents deemed vital for each federally funded public participatory or public contact program offered by the City will be completed by July 1 of each Program Year. Documents requiring translation also include: marketing, outreach and marketing/information brochures and publications, applications, and initial-contact “template” or “form letters”.
2. Upon approval of this LEP Plan, amendments to the City’s Citizen Participation Plan will be performed prior to the next planning cycle for Consolidated Plan Programs.
3. The provision of public hearing notices in Spanish for both the Consolidated Plan and Annual Action Plans will be performed for each future respective document preparation cycle; with advisories regarding the availability of language services throughout the planning process contained in the English and Spanish language notices.

4. Spanish interpretation services will be made available at all public meetings for each future Consolidated Plan Program planning cycle.
5. Public participation surveys for the Consolidated Plan Program will be provided in both English and Spanish; and Spanish interpretation services will be made available at all related public meetings for each respective document preparation cycle.
6. During all future Consolidated Plan Program planning cycles, outreach efforts will be conducted by the City with local community groups, and at public facilities in English and Spanish.
7. All future draft and final Consolidated Plan and Annual Action Plans will be condensed into a summary, and these summary documents will be translated into Spanish with a notification that specifies that additional translation or interpretation services are available on request. The Spanish Summary documents will be made available on the City's website concurrently with the availability of the uncondensed draft and final documents.
8. Amendment of the City's Consolidated Plan Program Sub-recipient Application process and sub-recipient agreements to include requirements for the provision of LEP resources by sub-recipients for all public participatory activities, and to address monitoring responsibilities, will be performed prior to the initiation of the next Consolidated Plan Program planning cycle.
9. An LEP Training curriculum will be initiated for Consolidated Plan Program sub-recipients by July 1 of the 2020-2021 Program Year. Training for City staff and sub-recipients will be conducted subsequent to funding approvals.
10. Existing Consolidated Plan Program sub-recipients will be advised in writing of the approval of this LEP Plan and of the need to provide Spanish translations for all outreach, marketing, application materials, and vital documents, and to advise of the availability of language assistance services.
11. Inquiry and Application Log forms will be developed and placed into service for Consolidated Plan Program sub-recipient programs and projects by July 1 of the 2020-2021 Program Year. The analysis of the resulting data will be performed on an annual basis.
12. The insertion of "tag lines" on all printed outreach materials indicating the availability of Spanish translation and interpretation services by Consolidated Plan Program sub-recipients will be initiated by July 1 of the 2020-2021 Program Year.
13. Spanish language interpretation services for all Consolidated Plan Program funded activities will be performed on an ongoing basis.
14. Access to federally funded community based services which provide needed translation and interpretation services for non-Spanish speaking LEP persons will be explored on an ongoing basis.
15. Targeted outreach for federally funded programs and activities to the LEP populations via community contacts, ethnic media, or other available means will be performed on an ongoing basis, and be adjusted to meet program demands.

E. PLAN MONITORING AND UPDATE

During the term of this LEP Plan, it shall be reviewed annually to ensure conformance with all statutory requirements, monitor changes in the language characteristics of its population, monitor program demand by LEP persons, evaluate its effectiveness, and amended as necessary to accommodate modifications to demographic changes, client needs, regulatory requirements, and revised for new federally funded programs and projects.