**LANGUAGE ACCESS OBLIGATIONS**

**Legal Requirements**

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person shall “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” To further clarify this section, on August 11, 2000, President Clinton issued Executive Order 13166, "Improving Access to Services by Persons with Limited English Proficiency." This Order required federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to limited English proficiency (LEP), cannot fully and equally participate in or benefit from those programs and activities. The LEP obligations of federally funded programs apply to every person who meets the program requirements, regardless of the person's citizenship status. If the program criteria are met, LEP persons are entitled to language assistance with respect to services, benefits, and other encounters that program. Section 2 of the Order directs each federal department or agency "to prepare a plan to improve access to...federally conducted programs and activities by eligible LEP persons." The required plan is called a Language Access Plan (LAP).

**Who Are Recipients of Federal Financial Assistance?**

The term federal financial assistance includes, but is not limited to, grants and loans of federal funds; grants or donations of federal property; training; or any agreement, arrangement, or other contract which has as one of its purposes the provision of assistance.

Recipients of US Department of Housing & Urban Development (HUD) assistance include:

- state and local governments;
- public housing authorities;
- affordable housing providers;
- for-profit and non-profit organizations;
- Community Development Block Grant (CDBG) Sub-recipients and Community Housing Development Organizations (CHDOs) are also included since federal funds are passed through a HUD grantee (such as the City of Los Angeles) to an organization operating a program on behalf of the grantee. The City’s 2013-2014
Annual Action Plan to HUD lists 112 projects operated through approximately seven City Departments. In the City’s 2017-18 Action Plan there are 90 projects operated through approximately nine City Departments. Some of these projects provide federal assistance to nonprofit and for-profit organizations as well as homeowners and homebuyers;

- other entities receiving funds directly or indirectly from HUD.

Examples of groups that may include LEP persons are:

- Persons seeking assistance for a rehabilitation grant for their home;
- Persons seeking and tenants of rental housing;
- Persons who are attempting to file a housing discrimination complaint;
- Persons who are seeking assistance to become first-time homebuyers;
- Persons seeking social services, training, or any other assistance from a City program with HUD funding; and
- Parents and family members of the above.

**What Is Required of Federally Assisted Recipients?**

HUD’s “Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons,” January 22, 2007, requires federally assisted recipients to:

- Step 1: Conduct a “four factor analysis;”
- Step 2: Develop a Language Access Plan; and
- Step 3: Provide appropriate language assistance.

Due to the number, nature and complexity of HCIDLA-funded programs, Step 2 and Step 3 will take place concurrently. HCIDLA has developed this Language Access Plan for the Department. The programs directly operated by HCIDLA provide language access assistance services as described herein while HCIDLA-funded programs operated by nonprofit organizations and other City Departments develop their Language Access Plans and begin to implement them in accordance with the schedule in the implementation section.
THE “FOUR-FACTOR” ANALYSIS

Pursuant to Executive Order 13166 and the meaningful access requirement of the Title VI regulations, HUD’s LEP Guidance sets forth a four-factor analysis for recipients to use to determine the extent of its obligation to provide services to LEP persons. This analysis is based on the following data:

1. Number or percentage of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. Frequency with which LEP persons come into contact with the program;
3. Nature and importance of the program, activity, or service provided by the program to people’s lives; and
4. Resources available to the grantee/recipient and costs.

The intent of HUD’s Guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small business, small local governments, or small nonprofits.

**Factor 1 Number or Percentage of LEP Persons Eligible To Be Served or Likely To Be Encountered By The Program or Grantee;**

This is a particularly complex analysis since the city of Los Angeles –

- has a population of 3,792,621;
- is approximately 469 square miles in size and divided into 1011 census tracts; and
- is home to people from more than 140 countries.

According to the 2010 U.S. Census, Los Angeles is a minority-majority city with a non-Hispanic white population of 28.7%. The following table shows the shifts in racial and Hispanic populations over time.

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>White</td>
<td>49.8%</td>
<td>52.8%</td>
<td>77.2%</td>
</tr>
<tr>
<td>— Non-Hispanic</td>
<td>28.7%</td>
<td>37.3%</td>
<td>61.1%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>9.6%</td>
<td>14.0%</td>
<td>17.9%</td>
</tr>
</tbody>
</table>
**Racial composition**

<table>
<thead>
<tr>
<th>Race</th>
<th>2010</th>
<th>1990</th>
<th>1970</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>48.5%</td>
<td>39.9%</td>
<td>17.1%</td>
</tr>
<tr>
<td>Asian</td>
<td>11.3%</td>
<td>9.8%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

*City of Los Angeles, Race and Ethnicity. In Wikipedia.com*

Citing U.S. Census data for relevant years.

Information about race and ethnicity, while helpful, is just the beginning step in determining the languages of LEP persons that form the potential universe of clients of HCIDLA’s-funded programs. Clearly, English and Spanish are the primary languages spoken at home in the city. However, there are at least 90 other languages spoken at home by students in the Los Angeles Unified School District.

The most critical parts of providing language access for LEP persons are defining the service area(s) of each HCIDLA-funded program and ascertaining which languages are spoken by LEP persons who are or could be beneficiaries of those programs. Program service areas are defined by reviewing project information in the City’s Annual Consolidated Plan and also by asking program managers to delineate their geographic service areas. In regards to languages spoken by LEP persons, the best data available is the 2007-2011 five year American Community Survey (ACS), which contains estimates (and error margins) of languages spoken “very well” and “less than very well.” Although, the initial data was collected some time ago, it remains the best primary source available to identify and geographically locate LEP persons.

ACS estimates combine a number of the languages spoken by city residents to create a list of 31 languages spoken at home by persons over age 14. For purposes of this analysis, those who have identified themselves as speaking English “less than ‘very well;’” will be defined as LEP persons. Citywide, 40% of residents speak only English and 60% are bilingual. Twenty-two percent (22%) are LEP Spanish speakers. The following chart lists the languages spoken by at least 30,000 LEP persons citywide.
HCIDLA’s Resource Directory, which provides information on HCIDLA’s direct services to city residents, is available in Spanish, Korean, Armenian, Chinese, and Tagalog, and copies can be provided upon request.

Further, HCIDLA’s web pages that provide information about HCIDLA’s programs and eligibility criteria can be translated into the above mentioned five languages through Google Translate.

The ACS B16001 citywide chart of languages spoken with number and percent of LEP persons is located in Appendix A.

HCIDLA programs provide assistance to low and moderate income (LMI) persons or in LMI areas. LMI persons tend to be less well educated and most likely will include a higher percentage of LEP persons than the citywide data indicate. Clearly, Spanish translation services need to be provided. However, the city is so large that using only citywide statistics to formulate HCIDLA’s language access assistance services obscures the needs of significant LEP populations located in various census tracts throughout the city. Fortunately, the ACS B16001 data is also available by census tract. This data estimates the total number of persons, the number of LEP persons and the languages they speak within each census tract. The percentage of LEP persons in each census tract can then be calculated by language group. Appendix B contains a matrix listing the city’s 1,101 census tracts showing the eleven languages spoken by LEP persons who comprise at least 4.5% of the population in one or more tracts. This matrix will be utilized by HCIDLA and its funding recipients to identify the percentage and language(s) of LEP persons within the geographic area(s) served in order to determine into which language(s) key program documents must be translated. Appendix B-1 is a matrix of the city’s census tracts cross referenced with the Council District, language spoken and the corresponding percentage of the population speaking the language.

In addition to ACS data, the City’s 2012 BOSMAC data was reviewed to determine National Objective, Matrix Code, project purpose, and numbers of persons/households served by tenure, race and ethnicity of each project. As discussed previously, race and ethnicity data are of limited use. However, depending upon the geographic area served, a comparison of persons served against census tract LEP data, may indicate that there are potential program clients who might not apply for or complete program services due to lack of language assistance. Programs directly operated by HCIDLA will do this as a first step in the implementation of this LAP. Programs operated by
other entities receiving HCIDLA funds will be required to address this issue when developing their LAPs and providing language assistance.

**Factor 2  Frequency with which LEP Persons Come into Contact with the Program(s)**

2012 BOSMAC data shows that 52% of the persons served were Hispanic. While we don’t have specific data regarding contacts, given this accomplishment data, the high percentage of Spanish speaking LEP persons in the City and the likelihood that a significant percentage are lower income households, the frequency with which LEP persons come into contact with HCIDLA-funded programs and projects appears to be high. Therefore, all key program marketing and application documents will need to be translated into Spanish. Other BOSMAC data lists program beneficiaries in racial categories that do not lend themselves to an analysis of languages spoken by LEP persons. The potential frequency of LEP person contacts speaking other languages can be estimated from comparing the program’s geographic service area with the census tract data in the Appendix B Matrix. Whether the language is Spanish or Spanish and another language, a review of the data indicates that the frequency with which LEP persons come into contact with HCIDLA program(s) can be considered to be high. Therefore, a Language Access Plan is required for HCIDLA and its funded programs and projects.

**Factor 3  Nature and Importance of the Program, Activity, or Service Provided by the Program to People’s Lives**

HCIDLA-funded programs provide critical services to LMI persons. The City’s Five Year Strategic Plan lists as a key Strategic Direction: Support programs that create jobs, increase family economic stabilization and mobility, create and preserve affordable and workforce housing, address quality of life concerns, like reducing crime, as well as programs that reduce and end homelessness. The AP-38 Project Summary of the City’s 2013-2014 Annual Con Plan lists the wide variety of services funded to implement this direction. These services are a catalyst to improve the lives of LMI person. There were at least 128,071 who received City services in the 2012 BOSMAC report. The types of services and numbers of service recipients show that these program services are very important to the lives of people who are able to access the services.

**Factor 4  Resources available to the grantee/recipient and costs**

HCIDLA has employees whose language skills have been certified and speak Spanish, Farsi, Korean, Cantonese, Mandarin, and Tagalog (Attachment 3 - List of HCIDLA Bilingual Staff 012018). In addition, HCIDLA avails of the services of LanguageLine
Solutions, to obtain translation services for LEP persons whose languages are not spoken by any HCIDLA staff, and the Department of Disability for sign language translation. Further, the City has a toll-free 3-1-1 service for information and access to more than 1,500 non-emergency City services in English and in Spanish, whether hearing or speech impaired, and has access to translators who speak more than 150 other languages.

Almost all of the nonprofit programs are well established organizations with multi-lingual employees, many of which are involved in networks of multi-cultural community organizations and agencies able to assist with oral interpretation. Many programs already have documents translated into Spanish.

Although the City’s allocation of HUD CPD funds has been substantially cut, the City’s 2013-2014 HUD CDBG and HOPWA allocations remain the largest in California. The City’s entitlement grant of CDBG funds was almost twice the size of the next largest grantee, the State of California. With the exception of the State, the City had the largest HOME, HOPWA and ESG allocations.

<table>
<thead>
<tr>
<th>NAME</th>
<th>CDBG</th>
<th>HOME</th>
<th>ESG</th>
<th>HOPWA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles</td>
<td>$53,304,104</td>
<td>$18,926,430</td>
<td>$13,304,984</td>
<td>$3,842,980</td>
</tr>
</tbody>
</table>

While the funds provided by HUD are in the multimillions, as discussed previously, Los Angeles is the largest metropolitan area in California and annually funds more than 100 CDBG sub-recipients; ten to fifteen HOME-funded affordable housing projects; the Los Angeles Homeless Services Agency (LAHSA) using ESG; and a number of HOPWA projects. Because of significant cuts in funding over the past five years, every available dollar is stretched to provide services.

If a professional translation service is used, the cost of written translation will be at least 20-25 cents per word with a higher rate for legal documents such as leases. Depending upon the nature, number and word count of key documents needed for LEP persons to access program services on par with clients who are fluid in English, such translations could cost $50-$70 per page. If professional bilingual translators are needed for public meetings, then the costs can range from $75-125 an hour. Currently, funds have not been provided for such services in any program/project budget.

**Summary of Four Factor Analysis**
This Analysis demonstrates that
• HCIDLA program services are important to help LMI persons improve their lives. Such services are needed and used by LMI persons;
• There are sufficient LEP persons in the LMI populations that are served by HCIDLA-funded programs/projects to require Language Access Plans.
• Spanish language services for LEP persons are needed throughout the City and services in other languages are needed in the various census tracts identified in Appendix B.
• While many oral interpretation services may be at no or minimal cost to HCIDLA or its programs, the cost of written translations and oral translations at public meetings will need to be included in the budgets of HCIDLA and its funded programs.

What Are HUD’s "Safe Harbors" for Providing Language Assistance

There are no safe harbors for oral interpretation services. These must be provided as needed, either by the program or other language resource obtained by the program.

There are safe harbors in regards to written documents. Regulations require the identification and translation of “vital” program documents. A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. Such documents include but are not limited to: descriptions of services and activities provided to beneficiaries (e.g., model leases, tenants' rights guides, fair housing materials, first-time homebuyer guide) and notices (such as eviction notices, security information, emergency plans).

For translation of vital documents.

• 1,000 or more persons in the eligible population in the market area or among current beneficiaries; or
• More than 5% of the eligible population or beneficiaries and more than 50 persons.

For translation of written notice of right to receive free oral interpretation of documents.

• More than 5% of the eligible population or beneficiaries and at least 50 persons.

No written translation is required.
• 5% or less of the eligible population or beneficiaries and less than 1,000 in number.
THE LANGUAGE ACCESS PLAN

Policy and Purpose

“It is the policy of HCIDLA to take reasonable steps to provide meaningful access for LEP persons to all HCIDLA-funded programs and activities. The intent of this policy is to ensure that potential language barriers will not prevent staff from communicating effectively with LEP persons and that limited English proficiency will not prevent LEP persons from accessing important program information, understanding eligibility criteria, and participating in HCIDLA funded programs. Programs shall provide free language assistance services to LEP persons they encounter or whenever a LEP person requests language assistance services.”

The purpose of this LAP is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for HCIDLA personnel and its funded programs to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission to create a robust and inclusive community investment strategy that can only be achieved with the powerful integration of transit, community, economic, and housing development investments.

This LAP covers HCIDLA and its directly operated programs. It also provides guidance to HCIDLA-funded programs which will be responsible for developing their own LAPs within the context of these policies and addressing each of the items covered by this LAP. Other City Departments and entities funded by HCIDLA such as the Recreation and Parks Department, LAHSA and the Economic and Workforce Development Department CDBG-funded programs must also develop their own LAPs in accordance with these policies.

Language Access Coordinator

The General Manager, Rushmore Cervantes, has appointed Teresa Campos, Senior Management Analyst I in the General Manager’s Office, to serve as HCIDLA’s Language Access Coordinator to oversee the implementation of the LAP and respond to questions from staff, program operators, and the public at large. The Coordinator is responsible for oversight, performance, and implementation of the Language Access Plan.
City Safe Harbor for Written Translation Services

Although the federal safe harbor is 5%, the ACS data has a reliability factor of 90% and is somewhat outdated. Therefore, the City has set 4.5% as the safe harbor standard in providing written translation services. HCIDLA and all HCIDLA-funded programs will translate their vital documents into Spanish, unless the geographic service delivery area has less than 4.5% Spanish speaking LEP persons. In addition, HCIDLA and all funded programs will translate vital documents into additional language(s) if working in census tracts that have at least a 4.5% LEP population. Appendix B lists the census tracts and their total populations, LEP populations and percentages.

For example, Census Tract 480704 has:

- Chinese speaking LEP population of 7.03% (Please Note: if oral translation is needed it would have to be determined whether Mandarin or Cantonese is the language of the LEP person since the ACS does not make that distinction);
- Korean speaking LEP population of 4.84%; and
- Spanish-speaking LEP population of 1.76%.

Therefore, programs working in that census tract would need to translate vital documents into both Chinese and Korean but not into Spanish.

HCIDLA will provide the appropriate level of oral interpretation and written translation services based on the Four-Factor Analysis. Services will be a tiered array of programs to provide oral and written interpretation and translation services for clients. Members of nearly all language groups will, at the least, have the ability to receive oral translation services. However, due to financial constraints, the Department will focus its resources on providing written translations for LEP populations with the greatest language needs citywide and in any specific census tracts where HCIDLA directly operates programs. HCIDLA-funded programs will focus their LAPs on providing language assistance to LEP persons in their geographic service delivery area(s).

Oral Interpretation Services

Oral translations will be provided for all LEP persons. HCIDLA will provide those services through language certified City staff and, if needed, LanguageLine Solutions, or the City’s 3-1-1 toll free hotline. HCIDLA-funded programs will utilize their bilingual staff for oral translations. Attachments 1 and 1A describe the procedures for obtaining interpretation/translation services through LanguageLine Solutions to assist LEP persons who speak languages other than the languages spoken by program bilingual staff.
The need for oral translation arises in one of two ways: either staff receives a telephone call; or a client visits HCIDLA in person. The following describes the processes that the Department will use in these instances.

**Telephone Communications**

1. Training is provided to Department staff on how to field LEP phone calls. Every staff member will be able to access, via computer, a list of individuals within the Department who can speak a non-English language and may be available to assist (Attachment 3).
2. A staff member who receives a call from an LEP client will assess the primary service or program and language needed by the client.
   - If staff member is the program staff who is able to assist and speaks the language of the LEP caller, that staff member will directly address the client’s needs.
   - If staff member is not able to assist with the program or service, the staff member will connect the client with the appropriate program staff. If program staff speaks the language of the client, program staff will assist the client directly.
   - If the program staff does not speak the client’s language, program staff will conference the call to another HCIDLA employee identified on the bilingual staff list who speaks that language.
3. If there is no HCIDLA staff who speaks the necessary language, the staff member will use LanguageLine Solutions or the 3-1-1 hotline, a free multi-lingual telephone service provided by the City. Staff will initiate a conference call with LanguageLine Solutions or the 3-1-1 hotline to provide the language services necessary to assist the LEP client.

As mentioned in the four-factor analysis, HCIDLA employs staff members who are bilingual in a number of languages, making it quite likely that a LEP caller can be matched quickly with an appropriate staff member. There are also City staff, bilingual in additional languages, who have not been language-certified (since they are not receiving extra pay for providing such services) who are always willing to help clients obtain assistance.

**In-Person Client Visits**

Drop-in LEP clients sometimes visit HCIDLA. These clients may come in for information on any program or service directly or indirectly offered by the Department.
1. For in-person client visits, all staff likely to be the first point of contact will be trained to receive in-person LEP clients.

2. First contact personnel will assess the language needs of in-person LEP clients. Staff will be equipped with HUD’s “I Speak” language card (Attachment 2) to facilitate language identification if necessary. After identifying the relevant language, staff will refer to the directory of employees certified to speak various languages (Attachment 3) to identify staff who may best provide assistance to the client and program staff.

3. The identified staff member will meet with the LEP client (and program staff, if staff does not speak the LEP client’s language) and provide oral translation services on the spot.

4. If no Department staff members can effectively assist an LEP client, then the staff member will utilize 3-1-1 hotline or LanguageLine Solutions as described above. For Sign language, staff will initiate Video Remote Interpreting Services through the Department of Disability.

**Written Translation Services**

This section of the report describes the framework that will be used to assess which program documents qualify for written translation into LEP languages. HUD guidance specifies that “vital” documents be translated for eligible LEP persons. As determined in the Four Factor Analysis, these languages include Spanish and languages (such as Korean, Armenian, Chinese, Tagalog and others) in various census tracts. Additionally, HUD guidance characterizes a document as vital depending upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. However, this does not mean that a “vital” document should automatically receive written translation. Under the four factor framework, the frequency of contact with the document and organizational resources must also be considered.

HCIDLA’s Resource Directory, which provides information on HCIDLA’s direct services to city residents, is available in Spanish, Korean, Armenian, Chinese, and Tagalog, and copies can be provided upon request.

Further, HCIDLA’s web pages that provide information about HCIDLA’s programs and eligibility criteria can be translated into the above mentioned five languages through Google Translate.

HCIDLA does not currently collect data on which documents and programs are most accessed by which LEP group. As such, it is difficult to assess the frequency with which
LEP clients access certain programs. Anecdotal evidence through conversations with program staff suggests that Spanish speakers and clients living in Koreatown and Chinatown have had the greatest demand for language services. This LAP specifies a data collection program that will, in the future, allow HCIDLA to more accurately assess LAP program needs. The data will be used to refine the LAP in the future to more effectively serve LEP clients.

As both a direct and indirect provider of services, HCIDLA will assess which documents should receive written translation through a two-tiered assessment framework: one tier for documents related to direct services, the second tier for indirect services provided through other organizations. The framework is intended to be cognizant of limited resources while creating a LAP that provides meaningful access to the Department’s programs and services for LEP clients.

**Framework for Determining Vital Documents To Be Translated**

HCIDLA staff will determine a list of vital documents related to programs and services that are provided directly through the Department. Documents related to direct programs and services are automatically eligible for written translation into Spanish and other languages (per census tract) if they contain specific programmatic details such as eligibility, application procedures, terms, and applicant responsibilities. Consent forms, letters containing program information, program eligibility rules, notices advising of the availability of language assistance, outreach and community education materials will also be translated. Department staff will determine if these documents should be translated in full, or if they can convey the same information in condensed, summary form.

Indirect program documents will not automatically receive written translation. Further assessment about the particular nature, need, and importance of the document will be determined on a case-by-case basis. Indirect program documents may include, but are not limited to: electronic documents, webpages, program/grant applications, public notices, or contracts.

Documents that qualify as “vital” must first be assessed according to a scoring matrix before potentially receiving written translation. The scoring matrix will have three criteria:

1. Can the language needs for information in the document be met through oral rather than written translation?

2. Do LEP clients frequently access the document?
3. Is the document the only/best material available for increasing LEP client access to programs and services?

Full Written Transaction

The matrix that follows may be used by both HCIDLA and its funded programs. Answers to the three criteria will lead to four potential outcomes regarding the program document being assessed: translate it orally, use other materials to explain the program and its services, provide a condensed summary written translation, or provide full written translation. The outcomes are summarized in the Matrix below. Attachment 5 is a template for Program Listing of Vital Documents.

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<tbody>
<tr>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>Oral Translation</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Use Other Program Materials</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Use Other Program Materials</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Summary Written Translation</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Full Written Translation</td>
</tr>
</tbody>
</table>

Vital documents that qualify for written translation in condensed summary form must capture the important features of the program effectively and concisely. Appropriate City staff will summarize the full-length documents prior to sending them for translation services.

Documents requiring written translation for which HCIDLA is responsible will be outsourced to a third-party provider, Languages4You, through the City Clerk’s translation services contract. Providing dedicated translation resources within the Department would strain fiscal resources. Program documents requiring written translation, for which HCIDLA-funded entities are responsible, will be completed in a manner that fits within their organizational capacity to do so.

Written translations must be both factually accurate and culturally sensitive. Bilingual staff may be asked to test the translations for descriptive accuracy and cultural appropriateness. If there is a circumstance that requires immediate written translation, Google Translate may be used. All translations will involve a two-step process of initial translation and independent review. If independent review determines that the Google translation is accurate and culturally sensitive, then the document does not require
further translation; if not, then the document will be translated by a professional third party provider.

All translated documents will be posted on HCIDLA website.

HCIDLA Directly Operated Non-Housing Programs
The vital documents of all HCIDLA-operated programs will be translated into Spanish. In addition, each program directly operated by HCIDLA will identify its other vital documents and the geographic area(s) served in order to determine into which other language(s) documents will be translated.

Affordable Housing Programs
Rental housing projects: tenant information (including marketing, application, notices, leases, project house rules and similar information) will be considered vital documents. Developer, owner, and property manager documents will not be considered vital documents for the purpose of this LAP, unless the developer/owner/property manager is a LEP person. Affordable housing projects may draw tenants from throughout the city, therefore, tenant information will be translated into Spanish and into any language(s) spoken by LEP persons whose percentage is at least 4.5% in the census tract where the project is located.

First-time homebuyer programs: all marketing materials will be translated into Spanish, Korean, Armenian, Chinese, and Tagalog since the program operates throughout the city. Legal documents will be translated into Spanish. If the homebuyer is a LEP person speaking a language other than Spanish, and requests translation of legal documents, these will be translated as described previously.

Homeowner rehabilitation programs: all marketing materials and homeowner notices and contracts will be translated into Spanish and the language(s) of LEP persons meeting the 4.5% standard in the census tracts where program services are being provided. Since property rehabilitation programs frequently utilize small contractors who may be LEP persons, all contractor documents will be translated into Spanish. If a LEP contractor, who speaks a language other than Spanish, requests translation of these documents, they will be translated as described previously.

Staff Training
It is vital to have well-trained staff in order to effectively provide LAP services to LEP clients. HCIDLA will provide three tiers of staff training for the LAP: one tier for Department-wide training for telephone communication; another for Department staff
who speak another language besides English; and a third for Department managers to assess vital documents. Staff in Tier 1 will only receive first-tier training; those in Tier 2 will receive first- and second-tier training; those in the Tier 3 will receive first- and third-tier training. Certain staff members may fall into more than one tier.

Tier One Training: Department-wide

All Department staff members will receive Tier One training, which covers LAP protocol for LEP telephone clients. While not all staff members speak another language besides English, any staff member may have the potential to receive an incoming call from an LEP client. Therefore, each staff member should be aware of the LAP and its procedures in order to best serve LEP clients. All staff members will be given a copy of the Department’s LAP and its procedures. Training may include, but not be limited to:

- A description of the LAP;
- How to respond to LEP callers;
- How to respond to written communications from LEP clients;
- How to respond to LEP clients who contact HCIDLA in-person;
- Overview of the City’s 3-1-1 hotline;
- Overview of services provided by LanguageLine Solutions, Languages4You, and the Department of Disability (Sign Language)
- The location of translated documents; and
- Keeping track of calls for data collection.

Tier Two Training: Bilingual or Multi-lingual Staff

In addition to the Tier One training, bilingual or multi-lingual staff will receive more in-depth training on working with LEP persons and providing oral translations accurately and with cultural sensitivity. Training may also include, but not be limited to:

- How to adhere to their role as interpreters without deviating into a role as counselor, legal advisor, or other roles;
- Overview of the area of service or programs that LEP clients are applying or participating (if necessary); and
• Providing interpretation services in a way that preserves confidentiality.

**Tier Three Training: Department Managers**
In addition to Tier One, program managers will also be trained on the scoring matrix for vital documents as discussed previously.

**Marketing and Outreach**
Marketing efforts are instrumental to ensuring that LEP clients who seek HCIDLA program services know that they can receive language assistance services. Certain language groups may be under-represented as LEP seekers of program services; not because they lack the desire or need for such services, but because they do not know that language services exist so that they can access the program. Additional marketing and outreach efforts may uncover latent demand for language access services, which will be taken into account in future data gathering efforts.

Marketing efforts may include:

• Placing multilingual signs or posters in common areas within HCIDLA and throughout City Hall. These outreach materials will inform the public that the Department provides oral translation services for its programs.

• Including taglines on HCIDLA materials indicating that translation services in Spanish, Korean, Armenian, Chinese and Tagalog are available.

• Placing marketing and translated written documents on HCIDLA website.

• Placing public meeting announcements involving HCIDLA programs and services on non-English media outlets, such as ethnic newspapers or radio and television stations.

**Working with Sub-recipients of Federal Funding**
Per HUD guidance, sub-recipients of HUD funding are subject to LEP guidelines. HCIDLA administers various forms of HUD funding to more than 100 organizations. A number of these organizations have sub-recipients of their own. HCIDLA will collaborate with other government entities, nonprofit and for profit organizations to ensure that they comply with these LEP guidelines. The Department funds a diverse group of organizations providing a wide range of services with different organizational structures, resources, and goals. (See the City’s 2017-2018 Annual Consolidated Plan for a complete list). Collaboration with these organizations cannot be a one-size-fits-all
approach. Each organization must develop and implement a LAP; that LAP must fit the needs and resource capacity of each organization.

Because of organization-specific needs, the process of developing LAPs for these organizations will take place over the 2018-2019 program year. HCIDLA staff will meet with these organizations regarding the development and implementation of the LAP. Appendix C contains questionnaires for HCIDLA funded programs about their knowledge of language access needs and interactions with LEP persons that can be used in developing the LAPs. To the extent possible, HCIDLA will explore resource sharing, enhanced communications, and heightened collaborative efforts among the constellation of the agencies, either through larger-scale workshops or smaller-scale focus group meetings. HCIDLA may also assist organizations in translating their vital documents if they have a demonstrated need but lack the resources to provide the written translation.

Each organization will utilize the data in Appendix B regarding the percentage of LEP persons in the various language groups in each census tract and perform the Four-Factor Analysis recommended by HUD to determine what language services should be provided to ensure that LEP persons have meaningful access to services. HCIDLA anticipates that some organizations may face significant resource constraints, a factor which should be documented and accounted for in the Four-Factor Analysis. The intent of federal LAP guidelines is to ensure meaningful access to programs for LEP persons, while simultaneously doing so within the organization’s resource capacity. HCIDLA will work with these organizations on a case-by-case basis to determine reasonable levels of service based on the organizations’ Four-Factor Analysis and their resources. The organizations should use the document assessment matrix to determine the type of document requiring translation and the appropriate level of service (oral translation versus summary translation, for example). Each organization must develop its own four-factor analysis and LAP no later than the end of December 2018. Budget information for the translation of vital documents should be incorporated with the grant applications for the 2019-2020 program year.

In addition to specifying the language(s) spoken by LEP persons in their service delivery areas, the LAP must contain the following information:

- A comparison of persons served against census tract LEP data (which may indicate that there are potential program clients who might not apply for or complete program services due to lack of language assistance);
- Description of the ways in which language assistance will be provided;
• Description of how the program will conduct effective outreach to the LEP community;
• Identification of vital documents and informational materials and the word count of each document;
• Timelines for the translation of informational materials into identified language(s);
• How interpreters will be provided for large, medium, small, and one-on-one meetings;
• How the program will develop community resources, and partnerships to help with the provision of language services.

**LAP Monitoring, Updating, and Performance Measures**

To provide effective language access services for LEP clients, HCIDLA Language Access Coordinator and implementing agencies must monitor Plans in order to adjust them as necessary according to client needs. HCIDLA and its sub-recipients will review their LAPs biannually to determine current effectiveness and to analyze any changes in LEP populations or needs. In addition all HCIDLA funded programs will develop techniques to obtain input from beneficiaries and the community at large on how the LAP is working and what other actions need to be taken.

Collecting, analyzing, and maintaining data is one way that HCIDLA and its sub-recipients can assess the efficacy of their LAPs. Without data, it is difficult to assess the true need and demand for language access services. Therefore, all contacts and program clients will be asked to identify their language preferences and whether information can be conveyed in English if there is no one available who speaks that language. This information must be recorded in the client record. In cases, where a client record is not created, the program must keep records on contacts so that it is possible to identify the numbers of LEP persons seeking services. The following data should be collected and maintained on each encounter with a LEP person. Data will include, but not be limited to, the following:

1. Method of communication (telephone or in-person);
2. Language need (Spanish, Korean, etc.);
3. Type of language service needed (oral or written translation);
4. The program being accessed (fair housing, homebuyer programs, etc.);

and
5. Outcome (how was the issue resolved and how long did it take).

Until quantifiable data is gathered, anecdotal evidence will form the primary basis upon which a LAP is crafted and implemented. Although, certain language groups may not appear to need language services, these groups may in fact be under-represented simply because they are not aware that language services exist and therefore do not seek services. The collection of language data required by this LAP may uncover latent demand, which can be recorded, collected and analyzed.

This data will be provided semi-annually to the Language Access Coordinator so that quantifiable data can be compiled regarding the needs of LEP persons. The Coordinator will work with HCIDLA’s funded programs to develop data collection formats that can be used for the LEP report.

HCIDLA LAP and the LAPS of other funded entities will be monitored on a biannual schedule. The review (Attachment 4) will consist of the following:

- Identification of any significant changes in the composition or language needs of the population using relevant new data from the U.S. Census or other appropriate sources;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP people which may have emerged during the past year; and
- Identification of any recommended actions to provide more responsive and effective language services;
- The number of documented LEP person contacts encountered annually;
- Determination as to whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the City’s financial resources are sufficient to fund language assistance resources needed;
- Determine whether the City fully complies with the goals of this LAP; and
• Determine whether complaints have been received concerning the City’s failure to meet the needs of LEP individuals.

**PROVIDE APPROPRIATE LANGUAGE ACCESS SERVICES**

**Implementation Timeline**

HCIDLA will continue to implement the LAP requirements throughout program years 2018-2019 and 2019-2020. During 2017-2018, HCIDLA-operated programs will implement this LAP by providing language access services and obtaining LEP data about program contacts and clients. At the same time, HCIDLA will assist and collaborate with sub-recipients of HUD funding to develop their own LAPs. Below is a timeline listing the major milestones for HCIDLA LAP implementation and for the development of sub-recipient LAPs. Items on the timeline are subject to change to meet HCIDLA and sub-recipient needs and priorities.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>December 2016</td>
<td>Continued implementation of the LAP for HCIDLA-operated programs; disseminated the LAP to all HCIDLA program staff;</td>
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<tr>
<td><strong>2017</strong></td>
<td></td>
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<tr>
<td>January – August</td>
<td>Identified vital documents; reviewed available oral and written language translation services (spoken and sign languages); completed HCIDLA Resource Directory translation into Spanish, Chinese, Korean, Armenian, and Tagalog; Google translation of website pages into aforementioned languages operational; oral translation services will be provided by LanguageLine Solutions in addition to assistance of HCIDLA bilingual staff, and 3-1-1; computers with built-in video cameras in HCIDLA program locations have been identified for sign language interpretation</td>
</tr>
<tr>
<td>September - December</td>
<td>Trained staff on creation of accessible documents; obtain written translation of vital documents (in phases based on funding availability; $36,000 translation funding available in PY 2017-2018; $120,000 requested for PY 2018-2019)</td>
</tr>
<tr>
<td><strong>2018</strong></td>
<td></td>
</tr>
<tr>
<td>January - June</td>
<td>Train HCIDLA staff using the three tiered process, (1) department-wide, (2) bilingual/multi-lingual staff, (3) program managers, and language assistance resources; provide information and training to HCIDLA funded programs operated by other entities on LAP requirements and how to prepare a LAP.</td>
</tr>
<tr>
<td>July - December</td>
<td>Budget information for the translation of vital documents should be incorporated with the grant applications for the 2019-2020 program year.</td>
</tr>
<tr>
<td>2019 January</td>
<td>Programs operated by sub-recipients submit their LAPs with funding applications. Language Access Coordinator and HCIDLA program managers review and provide feedback on sub-recipient LAPs. Sub-recipients begin to implement their LAPs.</td>
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<tr>
<td>February-July</td>
<td>Identify vital documents; train program staff using the three tiered process and language assistance resources; obtain written translations of vital documents.</td>
</tr>
<tr>
<td>August onwards</td>
<td>All HCIDLA funded programs provide language access services.</td>
</tr>
<tr>
<td>2020 April - June</td>
<td>Evaluate the effectiveness of HCIDLA LAP; make changes as appropriate.</td>
</tr>
<tr>
<td>April - September</td>
<td>Evaluate the effectiveness of the sub-recipient LAPs; recommend changes as appropriate.</td>
</tr>
</tbody>
</table>

**Language Access Complaint Procedures**

A complaint may be filed with HCIDLA Language Access Coordinator if anyone believes that s/he has been denied the benefits allowed under the LAP. The complaint must be filed within three months of the alleged denial. A written complaint must be filed in either English or the language spoken by the LEP person. To file a complaint with the Language Access Coordinator, submit the written complaint to:

HCIDLA Language Access Coordinator  
1200 West 7th Street 9th Floor  
Los Angeles CA 90017  
Coordinator Email Address: [hcidla.lac@lacity.org](mailto:hcidla.lac@lacity.org) (HCIDLA Group E-mail for Language Access Complaints)  

The Language Access Coordinator will investigate the allegations and respond to the complainant within 30 calendar days. Programs that repeatedly deny required language access services to LEP persons may be subject to HCIDLA findings and loss of funds.