

**Salt Lake City Corporation  
Housing and Neighborhood Development Division**

**Language Access Plan (LAP)**

This plan outlines the initiatives of Salt Lake City Corporation’s Housing and Neighborhood Development Division (HAND) to take reasonable steps to ensure meaningful access to its programs and activities by limited English proficient persons in compliance with the Department of Housing and Urban Development “Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons; Notice” in the Federal Register on January 22, 2007.

HAND is committed to provide meaningful access to its programs and activities to all eligible individuals regardless of race, color, or national origin including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English—limited English proficiency, or LEP.

HAND is further committed to provide equal access to housing to all persons without regard to race, color, religion, sex, disability, sexual orientation, familial status, national origin or source of income including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

**Four-Factor Analysis**

**1. The number or proportion of LEP persons in Salt Lake City eligible to be served or likely to be encountered by HAND programs and activities.**

Salt Lake City Census Data (2000):

	<u>Number</u>	<u>Percent</u>
• LANGUAGE SPOKEN AT HOME		
Population 5 years and over	167,221	100.0
• English only	125,170	74.9
• Language other than English	42,051	25.1
Speak English less than “very well”	22,055	13.2
• Spanish	24,892	14.9
Speak English less than “very well”	14,745	8.8
• Other Indo-European languages	8,156	4.9
Speak English less than “very well”	2,884	1.7
• Asian and Pacific Island languages	6,786	4.1
Speak English less than “very well”	3,597	2.2

**2. The frequency with which LEP persons in Salt Lake City come in contact with HAND programs and activities.**

HAND administers the following HUD grant programs:

- Community Development Block Grant (CDBG)
- HOME Investment Partnerships Program (HOME)
- American Dream Downpayment Initiative (ADDI)
- Emergency Shelter Grant (ESG)
- Housing Opportunities for Persons with AIDS (HOPWA).
- To date, the nonprofit organizations and public entities participating in these programs have been fluent in English.

HAND administers the following housing programs:

- First-Time Home Buyer Program
- Housing Rehabilitation Program
- Approximately 85% of the persons participating in these programs speak English, 10% speak Spanish with LEP, and 5% speak other languages with LEP.

**3. The nature and importance of HAND programs and activities to people in Salt Lake City.**

- HAND administers the HUD grant programs listed above which provide funding to public and private organizations for programs and services to low- and moderate-income people in Salt Lake City.
- HAND administers the housing programs listed above which provide loans to low- and moderate-income first-time home buyers and home owners for housing rehabilitation.

**4. The resources available to HAND and costs.**

- The number of Spanish-speaking LEP persons in Salt Lake City and the number of such persons seeking to participate in HAND's First-Time Home Buyer and Housing Rehabilitation programs make it cost-effective for HAND to provide oral interpreters to Spanish-speaking LEP persons applying for or participating in these programs and to provide them with written translations of applications and loan and mortgage documents.
- The number of LEP persons in Salt Lake City speaking languages other than Spanish and the number of such persons seeking to participate in HAND's First-Time Home Buyer and Housing Rehabilitation programs do not make it cost-

effective for HAND to provide them with written translations. However, HAND will offer to provide them with oral interpreters.

### **LEP individuals who need language assistance**

- Census Data (2000) lists Spanish speakers as the largest group of LEP persons in Salt Lake City, and HAND reports its most frequent contacts with LEP persons are with those who speak Spanish.

### **Language Assistance Measures**

- HAND offers to provide oral interpreters to all LEP persons applying for or participating in its First-Time Home Buyer and Housing Rehabilitation programs.
- HAND has two bilingual staff members who are fluent in English and Spanish. They assure that Spanish-speaking LEP persons are able to meaningfully access its programs and activities.
- HAND's website lists the telephone number of one of its bilingual staff members for Spanish-speaking LEP persons to call to obtain information about HAND's programs and activities.
- HAND provides written Spanish translation of applications and loan and mortgage documents for its First-Time Home Buyer and Housing Rehabilitation programs.
- HAND staff members are regularly notified and updated about the availability of resources to assure LEP persons have meaningful access to its programs and activities.
- Salt Lake City Corporation maintains a list of bilingual city employees who are available to interpret for LEP persons seeking access to its programs and services.
- The City also maintains a Refugee Assistance Resource Guide which provides a list of resources available to refugee populations in Salt Lake City including organizations offering translation services and English as a Second Language classes.

### **Staff Training**

- HAND staff members are trained to accommodate LEP persons who inquire about, apply for, or participate in its programs and activities to assure that language is not a barrier to their access and participation.

### **Providing Notices to LEP Persons**

- HAND notices announcing public hearings offer to provide oral interpreters for LEP persons.
- HAND advertisements and outreach materials promoting its First-Time Homebuyer and Home Rehabilitation programs are printed in English and Spanish.

### **Monitoring and Updating the LAP**

- HAND staff members review the LAP semi-annually to monitor its effectiveness and update it as needed to address the changing circumstances related to LEP persons maintaining meaningful access to its programs and activities.

### **Requirements for Subrecipients of HUD Grant Funds**

- HAND's subrecipient grant agreements for the HUD programs listed above require them to (1) comply with Title VI requirements including prohibition against national origin discrimination affecting LEP persons, and (2) prepare, maintain, and implement a Language Access Plan (LAP) to ensure that limited English proficient (LEP) persons have meaningful access to their programs and activities.

### **Fair Housing**

- Salt Lake City is committed to affirmatively further fair housing and provide equal access to housing opportunities to all residents without regard to race, color, religion, sex, disability, sexual orientation, familial status, national origin or source of income including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.
- To affirmatively further fair housing, the City appoints a representative to serve on the Utah Fair Housing Forum, and to work with HUD Office of Fair Housing & Equal Opportunity and the Utah Antidiscrimination & Labor Division.
- HAND's website includes a fair housing page with a link to HUD's Housing Discrimination and Complaints website. This link provides citizens who believe they have experienced housing discrimination the ability to file a complaint on-line.
- HAND distributes a handout titled "Fair Housing in Your Right!" printed in both English and Spanish which outlines what constitutes housing discrimination and explains how to file a complaint with the Utah Anti-Discrimination & Labor Division.