

LANGUAGE ACCESS PLAN

HOUSING AUTHORITY OF THE COUNTY OF SAN BERNARDINO

August 15, 2007

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LANGUAGE ACCESS PLAN (LAP) AUGUST 2007

I. PLAN STATEMENT:

The Housing Authority of the County of San Bernardino (HACSB) is committed to its mission of providing and promoting affordable housing, self-sufficiency programs, safe housing environments, and non-discriminatory housing assistance services. HACSB has adopted this Language Access Plan to ensure HACSB programs and resources are accessible to LEP persons, without discrimination on the basis of national origin. Programs include Public Housing, Housing Choice Vouchers, Homeownership and other PHA programs.

HACSB is committed to providing language assistance to LEP persons whose primary language constitutes 5% or more of the San Bernardino County population.

Limited 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 programs and services provided by HACSB if language assistance were not provided.

II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

The following four factors have been researched and considered in order to develop a Language Access Plan which ensures meaningful assistance is available for LEP individuals and families.

A. FACTOR ONE: The number or proportion of LEP individuals to be served or likely to be encountered by the HACSB

United States: Based on the U.S. 2002 census over 26 million individuals in the United States speak Spanish, and almost 7 million individuals speak an Asian or Pacific Island Language. Although most individuals living in the United States read, write, speak and understand English, there are many for whom English is not their primary language, thus limiting their ability to read, write, speak or understand English.

San Bernardino County: San Bernardino County is considered the largest county in geographic size in California, with a population estimated at 1,963,535 in 2005. The total population has increased sharply since 2000, from 1,719,093, representing an increase in growth of 14.2%.

San Bernardino County has a total population that consists of 44% White, 9% African American, 39% Hispanic or Latino, 5% Asian, 0.3% Native Hawaiian and other Pacific Islander and 0.6% American Indian or Alaska Native as reported by the U.S. 2000 Census.

Language spoken at home (U.S. 2000 Census):

English only	66.0%
Language other than English	34.0%
<i>Speak English less than "very well"</i>	15.3%
• Spanish	27.7%
<i>Speak English less than "very well"</i>	12.9%
• Asian and Pacific Island languages	3.7%
<i>Speak English less than "very well"</i>	1.7%
• Other Indo-European languages	2.0%
<i>Speak English less than "very well"</i>	0.6%

B. FACTOR TWO: The frequency with which LEP individuals come into contact with the program

- HACSB owns/manages 2,548 Public Housing units and administers 8,040 Section 8 Housing Choice Vouchers.
- HACSB provides housing assistance to over 32,000 individuals, seniors, children, and people with disabilities.
- HACSB employees have **daily** contact with potential applicants, applicants, and participants.

C. FACTOR THREE: The nature and importance of the program, activity or service provided by the program

- HACSB is the largest provider of affordable housing in the county of San Bernardino and *provides the critical resource of housing* to over 32,000 individuals.

D. FACTOR FOUR: Resources currently available to the recipient

HACSB currently makes the following resources available to LEP individuals and families in order to provide meaningful access to HACSB programs and services:

- *Bilingual staff* in designated positions to provide oral and written translation services as requested (See Attachment A)
- *Vital program documents translated into Spanish* (a participant population of 5% or more who speak a language other than English in the home (See Attachment B))

III. ACTION PLAN TO INCREASE LEP RESOURCES:

In light of the Four-Factor Analysis, the HACSB will take the following steps to increase and enhance LEP Resources for our clients:

- Complete translation of identified vital documents into Spanish (See Attachment B).
- Post Tag Lines on HACSB website, brochures, and other identified documents.
- Bilingual building signage – Post bilingual signs in lobby's/common areas to indicate translation services are available at no cost to the individual.
- Implement use of Spanish telephone option at all HACSB offices.
- Seek access to local resources located in San Bernardino County such as community based organizations.
- Oral translation services upon request.
- Sign language for the deaf available upon request.

IV. STAFF TRAINING:

All HACSB employees will receive annual training on limited-English proficiency in conjunction with Fair Housing Training, to include:

- Information regarding the HACSB LAP
- Definition of and sensitivity to limited-English proficient families
- Instruction regarding how to refer LEP families to appropriate resources

V. MONITORING AND UPDATING THE LAP

The LAP will be reviewed annually by the following personnel to determine progress on the Action Plan and/or the need to update the Plan:

- Director, Human Resources
- Director, Administrative Services
- Operations Manager

The Plan will be approved annually by the Executive Director and the Board of Commissioners.

ADOPTED: _____

Daniel Nackerman, Executive Director

George Guerrero, Chairman
Board of Commissioners

ATTACHMENT A

BILINGUAL INCENTIVE PAY POLICY

Eligibility:

- Fulltime or Part time employee
- Proficient in Spanish or Vietnamese language at Level I or II; and/or communicate effectively with sign language for the deaf.
- In a job designated for bilingual pay at Level I or II
- Eligibility begins at hire or upon transfer/promotion to a designated job
- Eligibility ends upon transfer/promotion to a non-designated job

Language Proficiency Testing:

- All current employees in bilingual-designated positions are tested for Level I or II proficiency in Spanish or Vietnamese
- Applicants/new hires for bilingual-designated positions are tested as part of the recruitment/selection process

Incentive Pay:

If an employee meets all eligibility requirements, they will receive the following Incentive Pay established for the job they occupy.

Level	Defined	Full Time	Part Time
Level I	<ul style="list-style-type: none">• Speak and understand the spoken language; and/or• Communicate effectively with sign language	\$40.00 per pay period	\$20.00 per pay period
Level II	<ul style="list-style-type: none">• Speak and understand the spoken language; and• Read and write the language	\$65.00 per pay period	\$32.50 per pay period

Designated Positions:

- Sr. Maintenance Worker
- Maintenance Worker I, II
- Tree Trimmer
- Customer Service Specialist
- Home Ownership Technician
- Program Technician
- FSS Coordinator
- Admin Clerks I & II and Senior
- Procurement Assistant (Back-up to Sr. Administrative Clerk)

Designated Positions, Cont.

- HCV Program Manager
- Public Housing Manager
- HCV Supervisor
- AIB Supervisor
- Occupancy Technician I & II
- Inspectors
- Property Manager
- Resident Service Coordinators
- Computer Lab Assistants (part-time)
- Resident Property Assistants (part-time)
- Recreation Aid (part-time)
- Human Resources Coordinator
- Human Resources Assistant
- Other designated office positions for back-up as needed for translation services

VITAL DOCUMENTS

ATTACHMENT B

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.

<u>Program</u>	<u>Vital</u>	<u>Supplemental</u>
Resident Services	Application/Questionnaire	Late Payments
Public Housing	Pre App & Application Application Correspondence Public Housing Information Application Needs Letter Initial Briefing Letter Rescheduled Briefing Letter Application Removal Letter Criminal History Background Info Criminal HBI – Additional Persons Public Housing Info Booklet Section 214 Verification Consent Listing of Non- Contending Members Request for Informal/Formal Grievance Hearing Smoke Detector Policy	Certifications
HOPE	HOPE Intro Letter 1 HOPE Intro Letter 2 HOPE Intro Letter 3 HOPE NE Letter Documentation Submission Letter Intake Appointment Monthly Budget Worksheet HOPE Agreement of Participation HOPE Brochure HOPE Program Termination	Review-Release App Intake Assessment Pre-Workshop Letter Loanpksprep HOPE NE-01 HOPE Recert Appt Voluntary Term Ltr FSS Contract 2005
Section 8	Privacy Act Release of Information Application Questionnaire App Quest Supplemental	Yearly Appt Letter Yearly Review Letter Ack Prog Violation Notice of Interim Adj

<u>Program</u>	<u>Vital</u>	<u>Supplemental</u>
Section 8	Program Termination Letter Informal Hearing Letter Your Rental Asst Booklet Briefing Packet Info	Occ Tech Intro Ltr Repayment Agrmt Conditional Term Drug Free Addendum LB Paint Addendum Afdvt Contrib others Ins clm/WC claim Vf TAD Release Form Zero Income Form