



CITY OF HEMET

Title VI

Language Access Plan

Policy

Updated June 16, 2025

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Title VI Non-Discrimination Policy Statement

In accordance with Title VI of the Civil Rights Act of 1964 and related statutes, the City of Hemet ensures that no person in the United States shall, on the grounds of race, color, national origin, or Limited English Proficiency (LEP), be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance.

Mark Prestwich
City Manager
City of Hemet

Title VI Implementation Plan

Introduction

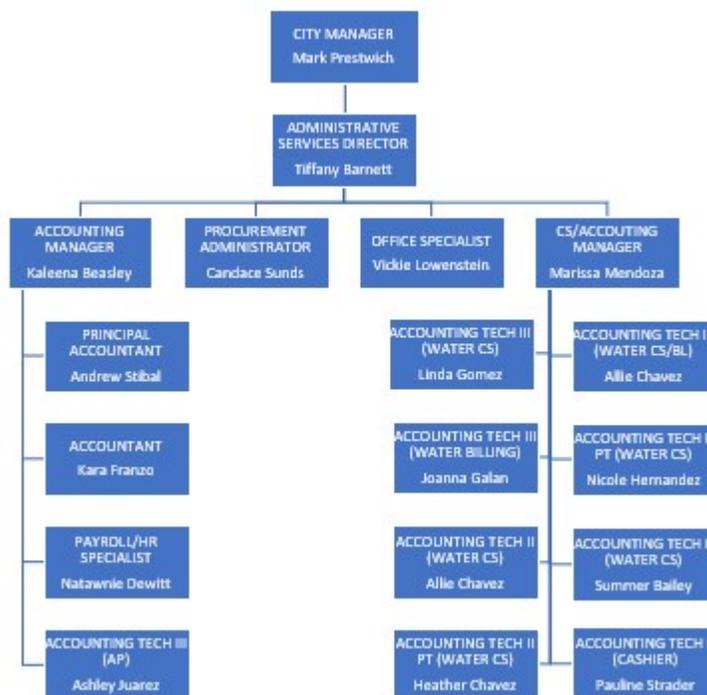
As a recipient of federal funds, the City of Hemet is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964 and related statutes. The City operates all services, programs, and activities without regard to race, color, national origin or Limited English Proficiency (LEP). This dedication reflects the City's commitment to fostering an inclusive and welcoming environment for all community members.

The purpose of this policy is to establish a framework that ensures the City takes reasonable steps to provide meaningful access to federally funded programs, services, and activities, and to prevent discrimination in any form. This policy also outlines procedures for addressing Title VI complaints and maintaining compliance through effective program management.

Title VI Coordinator

The Finance Division of the Administrative Services Department is responsible for developing, administering and implementing the City's Title VI Program. The public may contact the Finance Division by calling 951-765-2330 or emailing fncestaff@Hemetca.gov.

Finance Division Organizational Chart



Limited English Proficiency (LEP) Assessment and Language Access Plan (LAP)

The City conducts a Limited English Proficiency (LEP) assessment using the Four-Factor Analysis outlined in the U.S. Department of Transportation's LEP Guidance. This assessment helps the City identify and implement appropriate measures to ensure LEP

residents have meaningful access to federally funded programs and services. The most recent results of the analysis are detailed in the City's Language Access Plan (LAP), provided in **Attachment "A"**.

Dissemination

The City's Title VI Program, including the LAP, is available for viewing and download on the City's website at <https://www.hemetca.gov/1320/Title-VI-Policy-and-Language-Access-Plan>. The site also contains the Title VI Complaint Form in English and in the languages most commonly spoken by LEP individuals. For those without internet access, copies of the plan and related documents may be requested by phone, mail, or in person.

For questions or comments regarding this program, please contact the City's Title VI Coordinator:

Finance Division – Title VI Coordinator
City of Hemet
445 E. Florida Avenue
Hemet, CA 92543
Phone: (951) 765-2330

Public Participation Plan^[CS1]

The City of Hemet ensures that individuals have meaningful access to its projects, activities, and services by developing and implementing the Language Access Plan (LAP) outlined in this document. The City will continue to assess the language assistance needs of the populations it serves and provide appropriate resources to ensure access for all. To support public awareness and accessibility, the City will publish LEP materials on its official website and make them available in commonly accessed public areas such as the City Hall and Library.

City Council meetings are held every second and fourth Tuesday, unless otherwise noted. All Council meetings are open to the public, except for designated Closed Sessions pursuant to the Brown Act. Notification of meetings are made by posting the agenda on the City's website, <https://www.hemetca.gov/388/Agendas-Minutes>. Bilingual assistance is available if requested by 5:00 p.m. two business days prior to the meeting date^[CS2]. Meetings are videotaped and may be accessed from the City's website.

All Federally funded activities, programs, or services that require public notice through newspaper publication will be published in English, as well as in other applicable languages based on the needs of the community.

Staff Training^[CS3]

The City of Hemet will provide Title VI training to all employees. These trainings will occur at minimum every two years, and within six months of hiring a new employee.

Training will ensure staff is aware of the following:

- The City's obligation to provide meaningful access to LEP residents
- The Title VI Program and LEP Plan
- How to access interpreter and translation services

- The Title VI Complaint Form and how to assist individuals in completing it
- Procedures for handling and reporting potential Title VI complaints

Assurances

The City of Hemet will include required Title VI assurances, specifically Appendices A and E of the Title VI Assurances, in all sub-contracts and sub-agreements with federal funds, where applicable.

Complaint Procedures

Any individual who believes their Title VI rights have been violated may file a complaint by completing the Title VI Complaint Form provided in **Attachment “B”**, which can be found in the City Hall lobby and online at <https://www.hemetca.gov/1320/Title-VI-Policy-and-Language-Access-Plan>. Complaints must be filed within 180 days of the alleged violation. The form includes detailed instructions for submission. It ensures that all concerns and documents are reviewed in accordance with Title VI regulations. The City will ensure that no employee or agent of the City intimidates, retaliates against, threatens, coerces, or discriminates against any individual for exercising their right to file a complaint or for participating in any part of the complaint process.

Once a Title VI complaint is received, the City’s Title VI Coordinator will forward it to Caltrans for submission to the Federal Highway Administration (FHWA) Division Office and the U.S. Department of Housing and Urban Development (HUD). Simultaneously, the Coordinator will begin processing the complaint by recording it in the City’s Title VI Discrimination Complaint Log as seen in **Attachment “C”**, and initiating an internal investigation. Upon reaching a determination, the Title VI Coordinator will provide the complainant with the findings within ten (10) business days, via letter and/or email.

Data Collection

Demographic and related data collected and used by City staff comes from governmental sources responsible for collecting and vetting the information for consistency and accuracy. These sources include, but are not limited to, the U.S. Bureau of Labor Statics, U.S. Census Bureau, U.S. Bureau of Economic Analysis, California Department of Finance, California Department of Labor, and the California Employment Development Department. Such data will be used to analyze the outreach effectiveness of the City’s Title VI program. |

[CS4]

Additionally, staff may also collect project-specific demographic data utilizing data collection as appropriate through the public outreach process on Federally-funded projects. Such outreach that may give Staff the opportunity to collect demographic data may include door hangers, posters, emails, social media releases, press releases to local newspaper, public meetings, virtual meetings, and public comment through websites generated for projects. | [CS5]

Internal/External Reviews

The City of Hemet is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination requirements. To maintain this commitment, the City conducts regular internal and external Title VI reviews.

Internal Procedures:

The City conducts periodic self-assessments to evaluate its programs, services, and activities for compliance with Title VI requirements. These reviews include assessing the effectiveness of language access services, monitoring complaint procedures, and ensuring that all relevant departments are incorporating Title VI provisions into their day-to-day operations.

External Procedures:^[CS6]

The City of Hemet also reviews Title VI compliance among its subrecipients and contractors that receive federal funding. This includes incorporating Title VI assurances into contracts, reviewing subrecipient activities for compliance, and requiring the submission of relevant documentation such as complaint logs, and language assistance measures.

Accomplishments and Goals Report (Annual Work Plan)

The City of Hemet will annually establish, review, and monitor Title VI program goals and accomplishments to ensure ongoing compliance and equitable service delivery. The City's Title VI Coordinator is responsible for overseeing the following key activities:

- Ensuring employee training on Title VI policies and procedures
- Maintaining access to language assistance services, including translation and interpretation support
- Posting clear and visible Title VI informational signage in public-facing facilities
- Updating demographic and community data to reflect current population trends and needs
- Coordinating with state and federal agencies as required to report compliance and program updates

These efforts are reviewed annually to assess effectiveness and implement improvements where needed, reinforcing the City of Hemet's commitment to equity, inclusion, and nondiscrimination in all programs and services.

Attachment A



Language Access Plan

445 E. FLORIDA AVENUE • HEMET, CALIFORNIA 92543 • (951) 765-2330

Language Access Plan (LAP) for the City of Hemet

Approved by HUD FHEO June 15, 2021

Plan de acceso lingüístico (LAP) para la ciudad de Hemet

Nota: Puede obtener este document en español. Comuníquese con la Division de Finanzas de la Ciudad de Hemet para obtener ayuda.

Introduction and Purpose

The City of Hemet is committed to complying with all civil rights laws, including Title VI of the Civil Rights Act of 1964 (Title VI), which requires governmental entities to ensure that individuals with Limited English Proficiency (LEP) have meaningful access to federally-funded programs and services. The term LEP doesn't refer to people who are bilingual but rather to individuals who have a limited ability to read, write, or understand English well or at all.

The purpose of this plan is to ensure that the City of Hemet provides LEP individuals with meaningful access to the City's Community Development programs and services. In preparation for writing this plan and in order to identify the specific needs for LEP residents of the City of Hemet conducted a needs assessment using the four-factor analysis provided in the U.S. Department of Housing and Urban Development (HUD)'s *Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*.

In accordance with this four-factor analysis, the City of Hemet has balanced the following:

- 1) The number or proportion of LEP residents served or encountered in the eligible service population. (As instructed in the guidance for the purpose of determining those LEP persons "served or encountered", the City of Hemet Federal grant programs and awards include those persons who would be served or encountered if the persons received adequate outreach and were provided sufficient language services.)
- 2) The frequency with which LEP persons come into contact with the City of Hemet Federal grant programs and awards.
- 3) The nature and importance of the program, activity or service provided by the City of Hemet's Federal grant programs and awards.

- 4) The resources available and costs to the City of Hemet's Federal grant programs and awards.

LEP Populations to be Served or Encountered and the Frequency of Encounters

Among other federal grants, the City of Hemet's Finance Division manages the City's Community Development Block Grant (CDBG), which provides federal funding through HUD for improving the low and moderate-income neighborhoods and providing important services to low and moderate-income residents. The City of Hemet is a city of 89,833, according to 2020 estimates from the U.S. Census Bureau, and these same estimates state that 16.4% of the city's population is living in poverty (approximately 15,000 residents).

The most accurate estimate of the service size of the CDBG program is obtained through analysis of population using American Community Survey (ACS) data. The CDBG program administered by the City of Hemet encompass city-wide projects and some in census tracts considered low-to moderate income. A census tract is considered low to moderate-income, and therefore eligible for CDBG services based on geographic area, if 51% or more of the residents within the census tract are low to moderate income by HUD standards ($\leq 80\%$ of area median income). According to Census data, the 2023 adjusted median income for Riverside County is \$116,172 with Hemet's median income being \$72,380.

Determination of potential and actual LEP populations has been accomplished through a combination of local consultations, such as with the Hemet Unified School District and the Hemet Adult School data, and reference to ACS data on LEP and Language Spoken at Home.

The predominant LEP population identified in the geographic area based on these analysis tools is comprised of residents who speak Spanish. The ACS S1601 Estimates for Language Spoken at Home reflects the City of Hemet has 57,709 citizens over 18 years old and older of which 38,968 speak English only, 18,587 speak Spanish, and 4,337 speak other languages. This data from ACS S1601 clearly reflect Spanish speaking residents as the identified LEP group. Also included with this LAP as support to document that the Spanish language is the identified LEP group is ACS B16001 – Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older. Consultations with Hemet Unified School District have indicated that there is not one predominant non-English language within the City of Hemet but a variety of languages, including but not limited to Spanish, Arabic, Tagalog, Vietnamese, Korean, Mandarin, Lao, and Russian. Although these languages are spoken at home does not signify the household is LEP.

The City of Hemet is committed to addressing language access needs in a proactive manner and will continually review the need for more robust language access requirements based on needs.

Language Assistance Measures

The type of language assistance necessary to provide meaningful access will vary depending on the type of communication City staff is having with the LEP person (e.g., phone, in person, or written communication) and in some circumstances more than one

method will work. Regardless of how the language assistance is provided, the City of Hemet recognizes the importance of providing such services in a timely manner and in an appropriate place. Failure to do so may effectively delay or deny LEP residents' access to community development programs and services or other City funded community development programs. City staff understands that the extent of the City's obligation to provide both oral and written translation is dependent on the HUD four-factor analysis.

Oral Interpretation Services

An obligation to provide oral language assistance exists regardless of the number or percentage of persons who comprise a specific language group. The City staff will collaborate with qualified internal bilingual staff and/or an approved language translation vendor to provide competent interpretation services whenever such are necessary for assisting LEP residents.

Interpreters providing services to the City of Hemet must:

- Be proficient in and able to communicate information accurately in both English and the other applicable language;
- Understand relevant community development terminology;
- Understand and ensure confidentiality; and
- Maintain impartiality and act solely in the role as an interpreter.

Regardless of who is used as an interpreter, City staff will adhere to the following guidelines when using an interpreter:

- Explain to the interpreter the purpose of the communication and provide a description of the information to be conveyed;
- Provide brief explanations of technical terms of art that may come up during the communication, such as eligibility, income limits, etc.;
- Avoid using acronyms, such as HUD, CDBG, NOFA, etc.;
- Speak in short sentences;
- Express one idea at a time and allow the information to be interpreted prior to continuing;
- Check in with the interpreter to make sure they are understanding what staff is attempting to communicate;
- Enunciate words;
- Avoid contractions; and
- Address the LEP resident and not the interpreter during the conversation

Residents who have LEP may choose to bring an informal interpreter with them to assist in communication, including but not limited to the LEP resident's family members, friends, legal guardians, or social services case manager. In such instances, City staff will:

- Inform LEP persons who bring an informal interpreter with them that free language interpretation is available;
- Choose a formal interpreter instead of an informal interpreter, if the circumstances

and subject matter of the interaction indicate that formal interpretation is needed to protect the resident's rights and interests; and

- Avoid relying on minors as informal interpreters unless there is an extreme need and no competent interpreters are available.

Written Translation Services

The City of Hemet will translate all vital grant programs and award documents for the identified LEP group - Spanish.

Vital grant program and award documents include but are not limited to the following:

- Notices of community and public meetings;
- Documents associated with community and public meetings;
- Notices of Rights;
- Citation Notices; and
- Documents related to any new or replacement ordinances.

The City of Hemet's staff will collaborate with an approved language translation vendor or qualified bilingual staff to provide accurate translation services for assisting LEP residents.

The City of Hemet will make every effort to use competent and accurate translators. Many of the considerations discussed regarding interpreters apply to translators.

HUD has translated a number of documents that, where appropriate, the City of Hemet will utilize. The City of Hemet recognizes that the translated document isn't a legal document and that HUD intends to put a disclaimer on it stating that it is

“providing the translation 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.”

The City of Hemet intends to use a similar disclaimer on its legal documents that are translated. City staff will also be ready to provide oral interpretation of written documents for LEP residents who may not be able to read their native language.

Staff Training Regarding LEP Policies and Procedures

All current and future City of Hemet staff will be trained on their obligation to provide meaningful access to information and services for LEP residents. Training will seek to make staff aware of the following:

The City of Hemet's obligation to provide meaningful access to LEP residents; LEP policies and procedures; and protocol in responding to LEP residents contacting the city via telephone, written communications, and in-person contact.

New City staff will be trained on LEP Policies and Procedures during their onboarding

process with the City. City staff will also include LEP and other language access training as a component of regular, ongoing training and development to keep informed of the City of Hemet's current and evolving obligations as a grant recipient. Information and materials received during such training will be distributed to other relevant City staff as appropriate.

Providing Notice of Free Language Services to LEP Residents

The City of Hemet recognizes that it is important to put residents on notice that free language assistance will be provided when needed. The City of Hemet's staff will notify residents of these services through translated statements (e.g., "Free language assistance is available for accessing all Community Development Block Grant programs.") to be published in Spanish and any other languages identified in the future as being spoken by a significant number of LEP residents. These translated notices will be included on but not limited to the following documents:

- Notices of community and public meetings;
- Documents associated with community and public meetings;
- Notices of Rights;
- Citation Notices; and
- Documents related to any new or replacement ordinances.

Continuous Oversight of the LAP – Monitoring and Updates

The City of Hemet's Finance Division will monitor and update this language access plan on an ongoing basis. If new demographic data is released by the federal or state government, the City of Hemet will review the data and update the language access plan accordingly. In addition, special attention will be made to incorporate this plan into the City of Hemet's Analysis of Impediment to Fair Housing.

Four Factor Analysis

The analysis provided in this report has been developed in order to ensure that the City of Hemet's grant programs provide language assistance to LEP persons. Executive Order (EO) 13166 requires federal agencies to issue LEP Guidance to assist their federally assisted recipients in providing meaningful access to their programs. Under the LEP Guidance, a four-factor analysis should be conducted. The sections that follow constitute the City of Hemet's Four-Factor Analysis.

Factor 1:

The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient

Guidance from Executive Order 13166 states "...A factor in determining the reasonableness of a recipient's efforts is the number or proportion of people who will be excluded from the benefits or services absent efforts to remove language barriers." In essence, "the greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed."

Factor 1, Step 1: Identify How LEP Persons Interact with the Recipient's Agency:

City of Hemet grant programs and awards are handled by different departments across the City. There are a variety of ways that City staff comes in contact with residents for the service, customers of the service, and applicants to the grant funding.

- Application Process: For a person to receive grant funding, that person must apply using the grant funding application provided on the City website. This process is self-explanatory; however, City staff is available via telephone call or email.

Applicants who are unable to speak or understand English can receive interpretation of the application process via a telephone call. The City has bilingual staff who can assist individuals or organizations to complete the application process. The City has access to an interpretation consultant who can provide over-the-phone interpretation of documents.

- Code Compliance: A resident can call the Code Compliance Division for assistance with code compliance issues. This interaction is performed through a telephone call with the Code Compliance Division.

If a person speaks a language other than English, a bilingual staff person can assist with interpretation via telephone or over the counter service. The bilingual staff has passed a City test making them competent to provide translation service. If someone calls or comes to a city department for counter service with a language not spoken by certified bilingual staff, the City's interpretation consultant can be called to provide interpretation.

Code Compliance inspectors go out in the field to conduct inspections for code compliance issues, health and safety violations, and reduce blight/unsanitary conditions within the City. The inspectors may encounter resident(s) who may have LEP. If unable to communicate with the resident the inspectors will hand out a bilingual card with Spanish on the one side to see if they understand. Samples of the cards are attached at the end of this document. If an inspector is unable to communicate, the inspector will call into the office and ask for one of the bilingual staff to translate the situation for them or contact the City's interpretation consultant.

- Chronic Nuisance: A resident with a chronic nuisance complaint can contact the Police Department via telephone call.

If a person speaks a language other than English, a bilingual staff person can assist with interpretation via telephone or over the counter service. The bilingual staff has passed a City test making them competent to provide translation service. If someone calls or comes to a city department for counter service with a language not spoken by certified bilingual staff, the Police Department interpretation consultant can be called to provide interpretation.

Factor 1, Step 2: Identify LEP communities, and assess the number or proportion of LEP Persons from each Language group to determine appropriate Services for Each Language Group

The City is using the American Community Survey (ACS) data to determine the LEP

persons in the community. An American Community Survey S1601 for Language Spoken at Home reflects there are 61,892 citizens 18 years old and over. Of those, 38,968 speak English only and 22,924 speak a language other than English. Of these, 22,924 speak Spanish and 4,337 speak other languages. This data shows that Spanish is the LEP language group to be served. Additionally, ACS B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over reflects there are 7,294 Spanish speakers who speak English less and 'very well' out of the 77,032 population.

In consultation with Hemet Unified School District, they have indicated that there is not one predominant non-English language within the City of Hemet but a variety of languages, including but not limited to Spanish, Arabic, Tagalog, Vietnamese, Korean, Mandarin, Lao, and Russian. Although these languages are spoken at home does not signify the household is LEP.

The Hemet Adult School provided demographic data on the adult students who attend classes. The data shows that in Fiscal Year 2019-2020, 261 (25%) of the 1039 student attending classes, Spanish is their Native language (please see Hemet Unified School District CASAS Demographic Summary below).

Current data for ACS S1601 report can be found on the U.S. Census Bureau website at: <https://data.census.gov/table?q=hemet+s1601>

Factor 1, Step 3: Identify Whether LEP Person are Underserved by the Recipient Due to Language Barriers

The City recognizes the importance of its community services to its customers and has used a variety of services to ensure individuals who benefit from the City services do not face barriers to receive such services and effectively receive the benefits they need.

Telephone Interpreter Services: The City provides a telephone translation service which allows customers to apply for services, pay for utility bills, have questions answered in their native language without facing a barrier due to being LEP.

Physical and On-line Translation of Documents: The City's critical documents are printed in English and can be translated through using the services of the City's interpretation consultant.

Factor 2:

The Frequency with which LEP Persons Come into Contact with the Agency

The larger federal funded grant the City receives is the Community Development Block Grant (CDBG). These activities and projects extended under CDBG are described below and the frequency with which the activity/project has interacted with LEP persons. In each of the activity/project, the primary interaction is with Spanish-speaking LEP persons.

CDBG Application Process: The application process allows non-profit agencies and

interested parties to apply for grant funding for eligible activities. CDBG program staff has not had any contact with LEP applicants over the telephone. During the CDBG application process, all public notices are translated in Spanish for publication in the local Spanish language newspaper. The encounters with Spanish LEP residents are infrequent during the CDBG application process.

Code Compliance: This activity enforces municipal, Health and Safety, and Housing and Building codes to enhance the quality of life in CDBG neighborhoods. Staff respond to concerns and complaints regarding housing and property maintenance conditions. Code Compliance staff have not interacted with LEP persons over the phone. For field inspections, Code Compliance staff have at least 3 interactions with Spanish speaking LEP persons a week. The Code Compliance staff encounters with Spanish LEP residents is moderately frequent.

Chronic Nuisance: The Chronic Nuisance program addresses multiple calls to a rental property for various reasons such as disturbing the peace to committing felonies. Police Department staff have not interacted with LEP persons over the phone. The Police Department encounters with Spanish LEP residents is infrequent. This program has been discontinued.

The City of Hemet has multiple public service projects and below lists the frequency of interaction with programs funded by CDBG funds.

Senior Disabled Home Repair Program: This City project provides rehabilitation and preservation of senior owned homes (age 62 years and older) or disabled homeowner that is considered low to moderate income in the City of Hemet. The project currently has a waitlist. The City's Housing Division staff have two residents added to the waitlist for the program this past year who are LEP Spanish speaking. In one call, the healthcare worker interpreted for the resident and the other call a staff person was called to provide interpretation. No other interaction with LEP residents over the phone and is infrequent.

Care-A-Van Transit: This non-profit organization provides transportation services to elderly and disabled residents some who are LEP. Care-A-Van will utilize their dispatcher who is Spanish bilingual to provide interpretation. The agency also has three Spanish bilingual drivers and they pair the drivers with the Hispanic community. The encounters with Spanish speaking LEP residents are frequent for Care-A-Van and they have the bilingual staff in place to accommodate this need. Care-A-Van has one deaf client who has recurring rides and together the agency and the client have set up texting as their mode of communication. They are able to set up rides, cancel rides and client can let the agency know where the client will be.

Center Against Sexual Assault (CASA): This non-profit agency provides on-call forensic nurses that conduct sexual assault exams and a crisis phone hotline. CASA has three Spanish bilingual staff, one of whom is a therapist. CASA receives approximately 5-7 calls per month for assistance where the caller is Spanish speaking. The encounters with Spanish LEP residents are infrequent.

Community Pantry: This non-profit agency provides emergency utility and rental assistance

to seniors to prevent homelessness. During FY 19-20, the Community Pantry had approximately 1-2 interactions per month with LEP residents and is usually assisted by a Spanish speaking volunteer. The encounters with Spanish LEP residents are infrequent.

Fair Housing and Landlord/Tenant Advocacy Program: The Fair Housing Council of Riverside County (FHCRC) staff have an average of approximately 8 interactions per month with City of Hemet Spanish speaking LEP residents since June 2020. FHCRC have five counselors that speak Spanish and if the caller needs a bilingual Spanish speaking counselor they are transferred to one right away. In the event that the bilingual counselor is unavailable, FHCRC has two administrative staff who speak Spanish and will take a message for a bilingual counselor to return the call. FHCRC also has a staff member who speaks Arabic. The encounters with Spanish LEP residents are frequent for FHCRC.

Valley Restart Shelter (VRS): This non-profit agency provides emergency homeless shelter and outreach/navigation services. During the past 12 months, VRS has served approximately 2-4 homeless Spanish speaking LEP resident a month. In navigation, VRS has encountered approximately three Spanish speaking clients a month and approximately 1 client during outreach efforts. VRS has 5 English/Spanish speaking staff members (2 on shelter side and 3 on navigation side) available to translate. The encounters are infrequent.

Factor 3:

The Nature and Importance of the Program, Activity or Service Provided by the Program to People's Lives

The City provides CDBG grant funding to a variety of non-profit organizations who provide the public service to residents in the City of Hemet. The City itself provides a variety of necessary services to its customers not funded by CDBG grant funds. All of the services provided is important to the residents. The City makes every effort to accommodate LEP persons and disabled persons with the assistance they need. The descriptions of each activity are described in Factor 2.

All program offered are an important community service and would require LEP services.

The criteria used to categorize importance is in the table below:

Important	Medium Importance	Low importance
Provides a public service to low- to moderate income resident/household	May provide public service to low-to moderate income resident/household	Does not provide a public service to low-to moderate income resident/household Provides a public service to the general community
Provides a public service to limited clientele (disabled, elderly, veterans, etc.)	May provide public service to limited clientele (disabled, elderly, veterans, etc.)	Does not provide public service to limited clientele (disabled, elderly, veterans, etc.) Provides a public service to the general community
Serves a diverse community	Serves the general community	Does not serve the Hemet community or outside of City limits
Project/Activity assists with Health and Safety issues/concerns	Project/Activity may assist with Health and Safety issues/concerns	Project/Activity does not assist with Health and Safety issues/concerns
In a qualified census tract location	City-wide location	Not in a qualified census tract location or outside of City limits

Factor 4:

The Resources Available to the Recipient for LEP Outreach, as well as the Costs Associated with that Outreach

The City is committed to providing language assistance to LEP populations who need the service in order to receive services provided by the City.

If the City becomes aware of areas where it should improve methods of language assistance to LEP persons/communities, the City will develop such improvements.

Cost restrictions are ever-present during current periods of tight budget constraints, however, if there are improvements recommended by the City customers, partner organizations, the City will work to improve the services provided to LEP persons.

If there are some currently unknown improvements that turn out to be cost-prohibitive to implement, the City will work closely with its partners to determine a solution that will effectively meet the needs of LEP access and also not burden the agency’s budget and risk reducing the quality of its service throughout.

Language Access Plan Worksheet

Recipients are strongly encouraged to conduct a language access needs assessment; and, based on that assessment, develop a written language access plan. While a written plan is not required, the development and maintenance of a periodically updated plan on language assistance for Limited English Proficient (LEP) individuals is a simple and cost-effective means of documenting compliance with language access laws and providing a framework for the provision of appropriate language assistance.

As follows is the LAP for CDBG.

What is the name of this program or service?

Community Development Block Grant

What is the target audience for this program or service? (Examples of target audiences could include pregnant and nursing mothers or low-income families).

Elderly, disabled, homeless, sexual assault victims, battered wives, foster children, low to moderate income youth, low to moderate income individuals or families.

What is the nature or mission of this program or service?

To make CDBG grant funding available to low- and moderate-income residents in the City of Hemet through grant allocations to non-profit or private agencies and City departments to provide public services, improve enhance housing conditions or sustain a livable environment.

How important is this program or service to people's lives?

The CDBG Block grant program is very important to the residents. It provides public services that can keep a resident from becoming homeless, be able to provide food to families and seniors or provide transportation to disabled, seniors and low/mod residents.

What is the number or proportion of LEP individuals who are eligible to be served or likely to be encountered by this program or service and what language/s do they speak? (For example: approximately 5% of the program's target audience speak Spanish).

Approximately 8% of the residents are Limited English Proficient. Approximately 3.3% of the households in the City of Hemet speak Spanish. Approximately .91% speak Asian or Pacific Island language. Approximately .10% speak Indo-European language

What data sources were used to determine the number or proportion of LEP persons who are eligible to be served or likely to be encountered by this program or service?

(See the Federal LEP Data Resources and Language Identification Questions handouts).

ACS Census data was used and collaboration with Hemet Unified School District and the Hemet Adult School.

How frequently will LEP individuals be in contact with this program or service? (Examples could include: daily, weekly, monthly, rarely, etc.).

CDBG grant staff has not had any LEP interactions.

Community Development Department staff has not had any interaction.

City Clerk's Office has not had any requests for translation or interpreter service requests.

What resources are currently available for the provision of language access services? (Examples could include: bilingual staff, volunteer interpreters, or a monetary amount).

The City of Hemet has bilingual staff who have passed bilingual examination.

A third party vendor is available for over the phone interpretation or translation service.

Identifying LEP Individuals Who Need Assistance

How will staff members determine whether an individual may need language assistance services? (Examples could include: use of "I Speak" cards and asking if the individual would like an interpreter). Staff can ask if the individual needs language assistance.

'I Speak" cards can be made available to the individual

Language Assistance Services

What type of language assistance services will be provided to participants?

What type of language assistance services will be provided to participants?

Written Translation

All Documents

Vital Documents (but not limited to)

- List Vital Documents notices of community and public meetings; documents associated with community and public meetings; Notices of Rights; Citation Notices; and documents related to any new or replacement ordinances

Outreach Materials

- List Outreach Materials

Materials will be translated

Other

Translation will be completed by:

Bilingual Staff

Volunteer Interpreters

Contract Interpreter Service

▪ Name of service provider: Alta Language Services

In-Person
Interpreters

Bilingual Staff

Volunteer Interpreters

Contract Interpreter Service

▪ Name of service provider: Alta Language Services

Video Interpreters

▪ Name of service provider: N/A

Telephonic Interpreters.

▪ Name of service provider: Alta Language Services

How will you ensure the quality of the language services that you provide?

Interpreters providing services to the City of Hemet must:

- Be proficient in and able to communicate information accurately in both English and the other applicable language;
- Understand relevant community development terminology;
- Understand and ensure confidentiality; and
- Maintain impartiality and act solely in the role as an interpreter.

Regardless of who is used as an interpreter, City staff will adhere to the following guidelines when using an interpreter:

- Explain to the interpreter the purpose of the communication and provide a description of the information to be conveyed;
- Provide brief explanations of technical terms of art that

may come up during the communication, such as eligibility, income limits, etc.;

- Avoid using acronyms, such as HUD, CDBG, NOFA, etc.;
- Speak in short sentences;
- Express one idea at a time and allow the information to be interpreted prior to continuing;
- Check in with the interpreter to make sure he/she is understanding what staff is attempting to communicate;
- Enunciate words;
- Avoid contractions; and
- Address the LEP resident and not the interpreter during the conversation.

Residents who have Limited English Proficiency may choose to bring an informal interpreter with them to assist in communication, including but not limited to the LEP resident's family members, friends, legal guardians, or social services case manager. In such instances, City staff will:

- Inform LEP persons who bring an informal interpreter with them that free language interpretation is available;
- Choose a formal interpreter instead of an informal interpreter, if the circumstances and subject matter of the interaction indicate that formal interpretation is needed to protect the resident's rights and interests; and
- Avoid relying on minors as informal interpreters unless there is an extreme need and no competent interpreters are available.

Staff Training

Which staff members will receive language access training?

- Frontline Staff
- Administrative Staff
- Managers and Supervisors
- Health Care Providers
- Volunteers
- Other _____

What type/s of training will staff members receive and how often will they receive it? (For example: staff members will attend a 2-hour, in-person training and receive an annual email reminding them of our language access policies and procedures).

Staff will receive the initial Language Access Plan when approved. New staff will receive the Language Access Plan when onboarding.

Staff will receive an annual email reminding them of the City's language access policies and procedures.

Notice to LEP Individuals

How will you notify program participants that language access services are available to them at no cost? (For translated notice templates see – <http://www.hemetca.org>)

- Posting signs in intake areas and other entry points
- Posting notice and taglines on website
- Including notice outreach documents
- Providing notice during initial point of contact
- Other _____
- Other _____

Monitoring and Updating the Language Access Plan

Who will be responsible for reviewing and updating this language access plan? (Examples could include the grant manager or program director).

Title VI Coordinator

How often will this language access plan be reviewed?

On an annual or as-needed basis.

When the plan is reviewed, what will be assessed?

- Current LEP populations in recipient service area.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP persons.
- Availability of resources.
- Whether existing assistance is meeting the needs of LEP individuals.
- Whether staff know and understand the language access plan and how to implement it.
- Whether identified sources for assistance are still available and viable.
- Other

Language Card Samples

Sample – Street Vending Card in English/Spanish



City of Hemet
CODE ENFORCEMENT DIVISION

WARNING
\$500 FINE



Street vending is illegal in the City of Hemet without a city issued permit.

The following actions may occur if you are found peddling (selling) flowers, produce (fruit/vegetables), or other products without permission.

- Fines up to \$500 per day.
- Seizure and destruction of product being sold.
- Arrest for lack of proper identification of person selling the product.

ATTENTION EMPLOYERS: Business owners responsible for dropping off street vendors are subject to additional fines, including but not limited to criminal prosecution.

For additional information please contact:
City of Hemet Code Enforcement
City Hall Building • 445 E. Florida Avenue • (951) 765-2339



Ciudad de Hemet
DIVISION DE IMPOSICION DEL CODIGO

ADVERTENCIA
Multa de \$500



El vender en la calle en la ciudad de Hemet es ilegal sin un permiso emitido por la ciudad.

Las siguientes acciones pueden ocurrir si se le encuentra ofreciendo o vendiendo flores, verduras (frutas/vegetales), u otros productos sin permiso:

- Multas hasta de \$500 por día.
- Confiscación y destrucción del producto que se está vendiendo.
- Arresto por falta de identificación apropiada de la persona que vende los productos.

ATTENCION EMPLEADORES: Los propietarios de negocios responsables de colocar a los vendedores en las calles están sujetos a multas adicionales, incluyendo pero no limitado al proceso criminal.

Para mas informacion comuniquese con:
La Ciudad de Hemet • Departamento de Code Enforcement
La Oficina de City Hall • 445 E. Florida Avenue • (951) 765-2339

Sample - Portable Basketball Hoops in English/Spanish



City of Hemet
CODE ENFORCEMENT DIVISION

**PORTABLE BASKETBALL HOOPS
WARNING OF VIOLATION**

Hemet Municipal Code section 66-4 states: No substance, items, or structures may be placed or stored on the public right-of-way.

The use of portable basketball hoops is not a violation of the law, however the failure to remove them from the public right-of-way when they are not in use is a violation.

Immediately after use, remove any portable basketball hoops from the public right-of-way (sidewalk/street/parkway) and place it back onto your private property to prevent further enforcement action, including fines beginning at \$125 per day.

For additional information, please contact:
City of Hemet Code Enforcement
City Hall Building • 445 E. Florida Avenue • (951) 765-2339



Ciudad de Hemet
DIVISION DE IMPOSICION DEL CODIGO

**CANASTAS DE BALONCESTO
ADVERTENCIA DE VIOLACION**

El Código de La Ciudad de Hemet sección 66-4 dice lo siguiente: No debe colocar o poner ningún artículo o estructura en la vía pública, calle o banqueta.

El usar canastas de baloncesto no es en contra de la ley, pero dejarlos en la calle o banqueta sin supervisión sí lo es.

Evítese multas innecesarias, que pueden ser de \$125 por día. Asegúrese que su canasta de baloncesto este localizado en su propiedad.

Para más información comuníquese a:
La Ciudad de Hemet - División de Imposición Del Código
Las oficinas de la Ciudad de Hemet • 445 E. Florida Avenue • (951) 765-2339

Sample – Garage/Yard Sale Regulations Card in English/Spanish



City of Hemet
CODE ENFORCEMENT DIVISION

GARAGE/YARD SALE REGULATIONS

- **A Permit**, with the required fee, must be obtained.
- **Days of Sale** not to exceed three (3) consecutive days.
- **Hours** allowed are from 7:00 a.m. to dusk.
- **Advertising Signs** are two (2) allowed on the subject property and an additional two (2) on a neighboring property (with owner permission). *No signs are allowed on the public right of way.*
- **Items Allowed To Be Sold** are personal property and craft items personally made.
- **Events Per Year** not to exceed four (4) annually, separated by a minimum of thirty (30) days.

For additional information, please contact:
City of Hemet Code Enforcement
City Hall Building • 445 E. Florida Avenue • (951) 765-2339



Ciudad de Hemet
DIVISION DE IMPOSICION DEL CODIGO

**REGLAS PARA VENTAS DE
GARAJE, PATIO O YARD SALES, ETC.**

- Cualquier tipo de venta en su propiedad requiere que obtenga un permiso.
- Lo maximo de tres (3) dias consecutivos seran permitidos.
- Las horas de vender permitidas son de 7:00 a.m. asta anochecer.
- Se permite poner dos (2) letreros en su propiedad y dos (2) letreros en la propiedad de su vecino (con el permiso del dueño). No se permite poner letreros en postes de luz, trafico, etc. o arboles localisados en la banqueta.
- Articulos que se permite vender son cosas personales del dueño.
- Solamente se permite tener cuatro (4) ventas al año, con un minimo de treinta (30) dias entre ventas.

Para mas informacion comuniquese con:
La Ciudad de Hemet - Departamento de Code Enforcement
La Oficina de City Hall • 445 E. Florida Avenue • (951) 765-2339

Attachment B

Complaint Form (English)

City of Hemet Title VI Discrimination Complaint Form

Title VI of the Civil Rights Act of 1964 states that, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you believe that you have been subjected to discrimination by the City of Hemet on the basis of race, color, national origin, or Limited English Proficiency, you may file a complaint under Title VI and related civil rights statutes.

To file a complaint, please provide the following information necessary in order to process your complaint. The form must be completed in full and include your signature. Assistance in filling out this form is available upon request. The completed form may be mailed to the address below or submitted by email to fncestaff@hemetca.gov

Finance Division, Title VI Coordinator
City of Hemet
445 E. Florida Ave
Hemet, CA 92544

1. Complainant's Name: _____

2. Address: _____

City: _____ State: _____ Zip Code: _____

3. Home Phone: _____ Cell Phone: _____

4. Email Address: _____

5. Date of alleged discrimination: _____ Time of Incident: _____

6. Which of the following best describes the reason(s) you believe the discrimination took place?
Check all that apply:

<input type="checkbox"/>	Race	<input type="checkbox"/>	Color	<input type="checkbox"/>	National Origin	<input type="checkbox"/>	Limited English Proficiency
<input type="checkbox"/>	Other (Please explain):						

7. Describe the alleged discrimination. Explain what happened and who was responsible. *Please attach additional sheets of paper if necessary.

8. What City of Hemet representative(s) is the person alleging was/were involved?

9. Where did the incident take place? Please provide location, name of facility, address, etc.

10. If there were witnesses, please provide their contact information.

Witness Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Witness Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

11. Did you file this complaint with any other federal, state, or local agency; or with a federal or state court? Yes: _____ No: _____

If yes, check each box that applies:

<input type="checkbox"/>	Federal Agency	<input type="checkbox"/>	Federal Court	<input type="checkbox"/>	State Agency
<input type="checkbox"/>	State Court	<input type="checkbox"/>	Local Agency	<input type="checkbox"/>	Other (Specify):

12. Provide a contact person's information for the agency you also filed the complaint with:

Contact Person: _____ Agency: _____

Phone: _____ Date Filed: _____

Sign and date the complaint in the spaces below. Attach any supporting documents.

Complainant's Signature: _____ **Date:** _____

**Attach any written materials or other information that may be relevant to your complaint.*

Complaint Form (Spanish)

Ciudad de Costa Mesa Formulario de Queja de Discriminación del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 declara que, "Ninguna persona en los Estados Unidos, en base a raza, color, o origen nacional, será excluida de la participación en, o negada los beneficios de, ni será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera Federal."

Cualquier persona que piense que él/ella, o como un miembro de una clase específica de personas, ha sido discriminada por la Ciudad de Costa Mesa en base a raza, color, origen nacional, sexo, edad, o discapacidad, puede presentar una queja de discriminación bajo el Título VI y estatutos relacionados.

Para presentar una queja, proporcione la siguiente información necesaria para poder procesarla. El formulario debe estar completamente lleno e incluir su firma. Si necesita ayuda para completar este formulario, la asistencia está disponible a solicitud. El formulario completado puede enviarse por correo postal a la dirección que aparece a continuación o por correo electrónico a fncestaff@hemetca.gov.

Finance Division, Title VI Coordinator
City of Hemet
445 E. Florida Ave
Hemet, CA 92544

1. Nombre del Querellante: _____
2. Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
3. Teléfono de la Casa: _____ Teléfono Celular: _____
4. Dirección de Correo Electrónico: _____
5. Fecha de la supuesta discriminación: _____ Hora del incidente: _____
6. ¿Cuáles de las siguientes describen mejor la(s) razón(es) por la(s) cual(es) usted piensa que tuvo lugar la discriminación? Marque todas las que apliquen:

<input type="checkbox"/>	Reza	<input type="checkbox"/>	Color	<input type="checkbox"/>	Origen nacional	<input type="checkbox"/>	Dominio limitado del ingles
<input type="checkbox"/>	Otra (Por favor explique):						

7. Describa la supuesta discriminación. Explique lo que ocurrió y quién fue responsable.
*Por favor adjunte hojas de papel adicionales si es necesario.
8. ¿Cuál(es) representante(s) de la Ciudad de Costa Mesa es la persona que supuestamente estuvo/estuvieron involucrada(s)?

9. ¿Dónde tuvo lugar el incidente? Por favor proporcione la ubicación, el nombre del local, la dirección, etc.

10. Si hubo testigos, por favor proporcione su información de contacto.

Nombre del Testigo: _____ Teléfono: _____

Domicilio: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Nombre del Testigo: _____ Teléfono: _____

Domicilio: _____

Ciudad: _____ Estado: _____ Código Postal: _____

11. ¿Presentó esta queja ante otra agencia federal, estatal, o local, o ante un tribunal federal o estatal? Sí: _____ No: _____

<input type="checkbox"/>	Agencia Federal	<input type="checkbox"/>	Tribunal Federal	<input type="checkbox"/>	Agencia Estatal
<input type="checkbox"/>	Tribunal Estatal	<input type="checkbox"/>	Agencia Local	<input type="checkbox"/>	Otro (especifique):

12. Proporcione la información de una persona de contacto para la agencia con la cual también presentó la queja:

Persona de Contacto: _____ Agencia: _____

Teléfono: _____ Fecha de Presentación: _____

Firme y coloque la fecha de la queja en los espacios a continuación. Adjunte cualquier documento de apoyo.

Firma del Querellante: _____ **Fecha:** _____

**Adjunte cualquier material escrito u otra información que pueda ser relevante a su queja.*

Attachment C

