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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, the City's Community Development Block Grant Coordinator 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's Community Development Block Grant program includes 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's Community Development Block Grant program and Community Development Department.
- 3) The nature and importance of the program, activity or service provided by the City of Hemet's Community Development Block Grant program and Community Development Department.
- 4) The resources available and costs to the City of Hemet's Community Development Block Grant program.

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

The City of Hemet's Finance Department 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 85,334, according to 2019 estimates from the U.S. Census Bureau, and these same estimates state that 21.5% of the city's population is living in poverty (approximately 18,349 residents).

The most accurate estimate of the service size of the Community Development Block Grant program is obtained through analysis of population using American Community Survey (ACS) data. The CDBG programs 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 2019 median income for Riverside County is \$69,700. In 2019, the median income in Hemet was \$39,179.

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 limited English proficiency 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 American Community Survey S1601 2019 ACS 1-year Estimates for Language Spoken at Home reflects the City of Hemet has 57,709 citizens over 18 years old and older of which 40,301 speak English only, 16,397 speak Spanish, and 1,011 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 of Hemet's Community Development Block Grant staff and Community Development Department 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 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.

Written Translation Services

The City of Hemet will translate all vital Community Development Block Grant documents for the identified LEP group - Spanish.

Vital Community Development Block Grant 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 Community Development Block Grant 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 CDBG 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 Community Development Block Grant staff and Community Development Department 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 Department 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.

City of Hemet
Four Factor Analysis

The analysis provided in this report has been developed in order to ensure that the City of Hemet’s Community Development Block Grant Program (COH) provides language assistance to Limited English Proficient (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.

A. 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

The Community Development Block Grant program is managed by the City of Hemet’s Finance Department and receives Community Development Block Grant (CDBG) funds from the U.S. Department of Housing and Urban Development. There are a variety of ways that COH staff comes in contact with residents for the service, customers of the service, and applicants to the grant funding.

- CDBG Application Process: For a person to receive CDBG funding, that person must apply using the grant funding application provided on the City website. This process is self-explanatory however CDBG 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. COH has access to Alta Services who can provide over-the-phone interpretation of documents.

CDBG program staff has not had any contact with LEP applicants over the telephone.

- Code Compliance: A resident can call the Community Development Department 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, Alta Services can be called to provide interpretation.

Code Compliance staff were asked if they have had contact with LEP residents over the telephone and they stated they have not had any contact.

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 limited English proficiency. Code Compliance inspectors stated the majority of their interaction with limited English proficient individuals were mainly street vendors. Other interaction was for garage sales and basketball hoops. If unable to communicate with the resident the inspectors would hand out a bilingual card with Spanish on the one side to see if they understand. Usually after reading the card the person understands and will move from the location. Samples of the cards are attached at the end of this document. If 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. Prior to COVID-19 Code Enforcement interaction with LEP individuals was at least 3 times a week.

- 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 will utilize Vionance language line through our dispatch center.

At this time, the Police Department has no interaction with LEP residents.

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

COH is using the American Community Survey (ACS) data to determine the LEP persons in the community. An American Community Survey S1601 2019 1-year estimate for Language Spoken at Home reflects there are 57,709 citizens 18 years old and over who speak English of which 17,408 speak a language other than English. Of the 17,408 citizens, 16,397 speak Spanish and 1,011 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).

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

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

Telephone Interpreter Services: COH 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 Limited English Proficient.

Physical and On-line Translation of Documents: COH's critical documents are printed in English and can be translated through using the services of Alta Services.

B. Factor 2 – The Frequency with which LEP Persons Come into Contact with the Program

The Community Development Block Grant activities and projects 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 (prior to COVID-19) had 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. City of Hemet Finance Department 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 limited English proficient. 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.

C. Factor 3 – The Nature and Importance of the Program, Activity or Service Provided by the Program to People’s Lives

COH 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.

- CDBG Application Process - this is an important CDBG process and would require LEP service.
- Code Enforcement – this is an important community development program and would require LEP service.
- Chronic Nuisance Program - this is an important public service program and would require LEP service, however the program has been discontinued.
- Senior and Disabled Home Repair Program – this is an important public service program and would require LEP service.
- Care-A-Van – this is an important public service program and would require LEP service.
- Center Against Sexual Assault (CASA) – this is an important public service program and would require LEP service.
- Community Pantry - this is an important public service program and would require LEP service.
- Fair Housing Council of Riverside County - this is an important public service program and would require LEP service.
- Valley Restart Shelter - this is an important public service program and would require LEP service.

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
Project/Activity assists with Public Safety issues/concerns	Project/Activity may assist with Public Safety issues/concerns	Project/Activity does not assist with Public Safety issues/concerns
In a qualified census tract location	City-wide location	Not in a qualified census tract location or outside of City limits

D. 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 COH 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.

American Community Survey S1601 – Language Spoken at Home

LANGUAGE SPOKEN AT HOME												
TABLE ID:	S1601											
SURVEY/PROGRAM	American Community Survey											
PRODUCT:	ACS 1-Year Estimates Subject Tables											
Note: The table shown may have been modified by user selections. Some information may be missing.												
Hemet city, California												
Total		Percent		Percent of specified language speakers								
				Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"		
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	N	N	(X)	(X)	N	N	N	N	N	N	N	N
Speak only English	N	N	N	N	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	N	N	N	N	N	N	N	N	N	N	N	N
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	N	N	N	N	N	N	N	N	N	N	N	N
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Other Indo-European languages												
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Asian and Pacific Island languages												
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Other languages												
	N	N	N	N	N	N	N	N	N	N	N	N

5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	57,709	±3,514	(X)	(X)	52,696	±3,807	91.3%	±3.0	5,013	±1,692	8.7%	±3.0
Speak only English	40,301	±4,695	69.8%	±6.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	17,408	±3,702	30.2%	±6.4	12,395	±2,670	71.2%	±6.4	5,013	±1,692	28.8%	±6.4
Spanish	16,397	±3,761	28.4%	±6.5	11,591	±2,679	70.7%	±6.6	4,806	±1,706	29.3%	±6.6
Other languages	1,011	±492	1.8%	±0.8	804	±427	79.5%	±13.2	207	±160	20.5%	±13.2

American Community Survey B16001

B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER	Hemet city, California	
2015 ACS 5-year Estimated Detailed Table		
Label	Estimate	Margin of Error
Total:	77,032	±536
Speak only English	54,591	±1,589
Spanish or Spanish Creole:	19,139	±1,466
Speak English "very well"	11,845	±1,005
Speak English less than "very well"	7,294	±884
French (incl. Patois, Cajun):	75	±48
Speak English "very well"	68	±47
Speak English less than "very well"	7	±12
French Creole:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Italian:	19	±24
Speak English "very well"	11	±20
Speak English less than "very well"	8	±14
Portuguese or Portuguese Creole:	149	±109
Speak English "very well"	73	±56
Speak English less than "very well"	76	±93
German:	228	±124
Speak English "very well"	149	±98
Speak English less than "very well"	79	±75
Yiddish:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Other West Germanic languages:	54	±61
Speak English "very well"	54	±61
Speak English less than "very well"	0	±28
Scandinavian languages:	42	±44
Speak English "very well"	42	±44

Speak English less than "very well"	0	±28
Greek:	13	±16
Speak English "very well"	5	±9
Speak English less than "very well"	8	±14
Russian:	18	±23
Speak English "very well"	18	±23
Speak English less than "very well"	0	±28
Polish:	18	±23
Speak English "very well"	13	±22
Speak English less than "very well"	5	±7
Serbo-Croatian:	13	±21
Speak English "very well"	13	±21
Speak English less than "very well"	0	±28
Other Slavic languages:	60	±69
Speak English "very well"	60	±69
Speak English less than "very well"	0	±28
Armenian:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Persian:	49	±71
Speak English "very well"	44	±71
Speak English less than "very well"	5	±8
Gujarati:	56	±82
Speak English "very well"	15	±21
Speak English less than "very well"	41	±63
Hindi:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Urdu:	37	±42
Speak English "very well"	18	±28
Speak English less than "very well"	19	±20
Other Indic languages:	384	±357
Speak English "very well"	339	±310
Speak English less than "very well"	45	±49
Other Indo-European languages:	30	±35
Speak English "very well"	0	±28

Speak English less than "very well"	30	±35
Chinese:	62	±80
Speak English "very well"	9	±18
Speak English less than "very well"	53	±78
Japanese:	76	±54
Speak English "very well"	41	±47
Speak English less than "very well"	35	±31
Korean:	89	±79
Speak English "very well"	73	±83
Speak English less than "very well"	16	±20
Mon-Khmer, Cambodian:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Hmong:	74	±142
Speak English "very well"	15	±29
Speak English less than "very well"	59	±113
Thai:	322	±232
Speak English "very well"	71	±62
Speak English less than "very well"	251	±186
Laotian:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Vietnamese:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Other Asian languages:	34	±57
Speak English "very well"	34	±57
Speak English less than "very well"	0	±28
Tagalog:	725	±224
Speak English "very well"	370	±135
Speak English less than "very well"	355	±174
Other Pacific Island languages:	294	±199
Speak English "very well"	99	±75
Speak English less than "very well"	195	±163
Navajo:	0	±28
Speak English "very well"	0	±28

Speak English less than "very well"	0	±28
Other Native North American languages:	3	±7
Speak English "very well"	0	±28
Speak English less than "very well"	3	±7
Hungarian:	30	±30
Speak English "very well"	15	±15
Speak English less than "very well"	15	±15
Arabic:	107	±95
Speak English "very well"	87	±79
Speak English less than "very well"	20	±23
Hebrew:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
African languages:	84	±72
Speak English "very well"	54	±58
Speak English less than "very well"	30	±36
Other and unspecified languages:	157	±189
Speak English "very well"	79	±112
Speak English less than "very well"	78	±85



Demographic Summary

11/16/2020
15:06:49

by Agency

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DS2

Agency: 5124 - Hemet Unified School District (HUSD)

Students: 1,039

Has SSN (Unduplicated)	#	%
Yes	590	56.79
No	27	2.60
N/A	422	40.62

Consent (Unduplicated)	#	%
Yes	0	0.00
No	0	0.00
Unspecified	1,039	100.00

Age (Unduplicated)	#	%
Under 15	0	0.00
15 - 17	3	0.29
18 - 21	188	18.09
22 - 24	116	11.16
25 - 29	159	15.30
30 - 34	159	15.30
35 - 39	134	12.90
40 - 44	84	8.08
45 - 49	59	5.68
50 - 54	53	5.10
55 - 59	45	4.33
60 - 64	20	1.92
65 - 69	11	1.06
70+	8	0.77
Unspecified	0	0.00

Highest Diploma (Unduplicated)	#	%
None	569	54.76
HSE Certificate	13	1.25
High School Diploma	111	10.68
Technical/Certificate	45	4.33
Some college, no degree	98	9.43
A.A./A.S. Degree	40	3.85
4 yr. College Graduate	64	6.16
Higher than B.A./B.S.	23	2.21
Individual Education Plan	2	0.19
Other Diploma/Degree	73	7.03
Unspecified	1	0.10

Gender (Unduplicated)	#	%
Male	359	34.55
Female	680	65.45
Non-binary	0	0.00
Unspecified	0	0.00

Program (Duplicated)	#	%
Basic Skills (ABE)	361	34.74
English Language Learner (ESL)	419	40.33
High School Diploma	589	56.69
High School Equivalency	77	7.41
Adults supporting K12 student success	0	0.00
Adults w/Disabilities	0	0.00
Career and Technical Education	17	1.64
Citizenship	8	0.77
Other Program	265	25.51
Pre-Apprenticeship	0	0.00
ROCP	0	0.00
Workforce Preparation	0	0.00
N/A	20	1.92

Lowest Program (Unduplicated)	#	%
English Language Learner (ESL)	419	40.33
Basic Skills (ABE)	59	5.68
High School Diploma	255	24.54
High School Equivalency	42	4.04
Adults supporting K12 student success	0	0.00
Adults w/Disabilities	0	0.00
Career and Technical Education	5	0.48
Citizenship	2	0.19
Other Program	237	22.81
Pre-Apprenticeship	0	0.00
ROCP	0	0.00
Workforce Preparation	0	0.00
N/A	20	1.92

Highest School Year (Unduplicated)	#	%
Under 6	132	12.70
6 - 8	59	5.68
9 - 10	193	18.58
11	247	23.77
12	219	21.08
13+	189	18.19
Unspecified	0	0.00

School out of US (Unduplicated)	#	%
Yes	30	2.89
No	999	96.15
Unspecified	10	0.96

Ethnicity (Unduplicated)	#	%
Hispanic or Latino	583	56.11
Not Hispanic or Latino	456	43.89
Unspecified	0	0.00



Demographic Summary

by Agency

11/16/2020
15:06:49

Agency: 5124 - Hemet Unified School District (HUSD) **Students:** 1,039

Race (Duplicated)	#	%
White	895	86.14
Asian	60	5.77
Black or African American	131	12.61
Native Hawaiian	5	0.48
Pacific Islander	8	0.77
Filipino	10	0.96
American Indian	43	4.14
Alaska Native	0	0.00
Unspecified	0	0.00

Native Language (Unduplicated)	#	%
English	750	72.18
Spanish	261	25.12
Arabic	1	0.10
Chinese	6	0.58
Vietnamese	1	0.10
Hmong	0	0.00
Haitian	0	0.00
Somali	0	0.00
Russian	6	0.58
Korean	0	0.00
Tagalog	1	0.10
Urdu	0	0.00
French	0	0.00
Portuguese	0	0.00
Japanese	0	0.00
Panjabi	0	0.00
Bengali	0	0.00
Nepali	0	0.00
Burmese	0	0.00
Hindi	0	0.00
Karen	0	0.00
Gujarati	2	0.19
Farsi	0	0.00
Cambodian	0	0.00
German	1	0.10
Amharic	1	0.10
Navajo	0	0.00
Polish	0	0.00
Armenian	0	0.00
Ukrainian	1	0.10
Lao	0	0.00
Other	8	0.77
Unspecified	0	0.00

Training Services (Duplicated)	#	%
On the Job Training	0	0.00
Skill Upgrading	0	0.00
Entrepreneurial Training (non-WIOA Youth)	0	0.00
ABE/ESL in conjunction w/Training (non-TAA...	0	0.00
Customized Training	0	0.00
Other Occupational Skills Training	0	0.00
Remedial Training (ABE/ESL – TAA only)	0	0.00
Prerequisite Training	0	0.00
Registered Apprenticeship	0	0.00
Youth Occupational Skills Training	0	0.00
Other Non-Occupational-Skills Training	0	0.00
Unspecified Training	0	0.00
N/A	1,039	100.00

Vocational Rehabilitation Services (Duplicated)	#	%
Vocational Rehabilitation	0	0.00
Vocational Rehabilitation and Employment	0	0.00
N/A	1,039	100.00

Transition Services (Duplicated)	#	%
Assessment/Testing/Counseling	0	0.00
Personal Development Training	0	0.00
Counseling/Career Development	0	0.00
Job Development/Job Search Assistance	0	0.00
Occupational Skills Training (non-OJT)	0	0.00
On-the-Job Training (OJT)	0	0.00
Work Experience	0	0.00
Pre-Employment Skills/Job Readiness Traini...	0	0.00
Postsecondary Academic Education	0	0.00
Other Transition Services	0	0.00
N/A	1,039	100.00

Supportive Services (Duplicated)	#	%
Transportation	0	0.00
Health Care and Mental Health Care	0	0.00
Family/Child Care	0	0.00
Housing or Rental Assistance	0	0.00
Personal, Financing, or Legal Counseling	0	0.00
Supplementary Instruct. Serv.	0	0.00
Needs-Based Related Payments	0	0.00
Emergency Financial Services	0	0.00
Federal Education Cash Assist.	0	0.00
Other Supportive Services	0	0.00
N/A	1,039	100.00

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.

Needs Assessment

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?

- 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?

- | | |
|--|--|
| <input checked="" type="checkbox"/> Frontline Staff | <input type="checkbox"/> Health Care Providers |
| <input checked="" type="checkbox"/> Administrative Staff | <input type="checkbox"/> Volunteers |
| <input checked="" type="checkbox"/> Managers and Supervisors | <input type="checkbox"/> 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>)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Posting signs in intake areas and other entry points | <input type="checkbox"/> Providing notice during initial point of contact |
| <input checked="" type="checkbox"/> Posting notice and taglines on website | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Including notice outreach documents | <input type="checkbox"/> 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).

CDBG Management Analyst

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 _____

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 información comuníquese 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**

ElCodigo de La Ciudad de Hemet seccion 66-4 dice lo siguiente: No debe colocar o poner ningun articulo o estructura en la via publica, calle o banqueta.

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

Evites e multas innecesarias, que pueden ser de \$125 por dia. Asegurese que su canasta de baloncesto este localizado en su propiedad.

Para mas informacion comuniquese a:
La Ciudad de Hemet - Division de Imposicion DelCodigo
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

- **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