



CITY OF CLOVIS

Language Access Plan (LAP)

Adopted by the City of Clovis on: June 10, 2024

I. Introduction

The City of Clovis provides a variety of programs, funding, and services to City of Clovis residents. This Language Access Policy and Plan is intended for use by the City of Clovis' Community Development Block Grant (CDBG) Program, administered by the Affordable Housing Programs Office which is within the Economic Development, Housing and Communications Department, operating under the City Administration office.

The City Administration office and the Clovis City Manager receive direction from the City of Clovis Mayor and Council.

II. Purpose

The City of Clovis is committed to ensuring equal and meaningful access to its programs, services, and activities by all residents, regardless of the primary language spoken. Consistent with federal guidelines, the City will ensure reasonable efforts are made to provide language assistance to LEP (Limited English Proficient) individuals, including applicants, residents, and/or individuals eligible for HUD-funded programs operated by the Affordable Housing Programs Office, including but not limited to CDBG funded programs.

This Language Access Plan (LAP) defines the actions the City will take to ensure Title VI compliance with respect to LEP persons. The City will periodically review and update the LAP to ensure continued responsiveness to community needs and compliance with Title VI.

III. Authority

This LAP was prepared to ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d et seq.) that prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write, or understand English may be disadvantaged in effectively participating or benefitting from federal programs. On August 11, 2000, President Clinton signed Executive Order 13166 requiring all recipients of federal funds to take reasonable steps to ensure that persons with limited English proficiency (LEP persons) have meaningful access to federal programs and activities.

On January 22, 2007, HUD issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP persons. HUD's Final Guidance outlines a four-factor self-assessment method (the "four-factor analysis"), which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services.

IV. Definitions

Beneficiaries – persons who seek assistance or are current participants of the City's CDBG Program, or residents of low-to-moderate income CDBG eligible areas.

Interpretation – for oral language services, the act of listening to something in one language and orally translating into a different language.

Language Servicer Provider (LSP) – an entity or business that offers professional translation and interpretation services.

Limited English Proficiency (LEP) Persons – persons who, as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write, or understand English.

Translation – for written language services, the replacement of written text from one language into an equivalent written text in another language.

V. Four-Factor Analysis (Identification of Language Needs within the City of Clovis' service area)

The City of Clovis' LAP is based on the four-factor analysis outlined in the Final Guidance. The City will periodically assess and update its four-factor analysis as necessary to ensure that persons with LEP have meaningful access to CDBG funded programs, services, and activities. These four factors are:

Factor 1: The number or proportion of LEP Persons eligible to be served or likely to be encountered by the City of Clovis.

The City of Clovis seeks to communicate with LEP persons who seek or require interpretation and/or translation to have meaningful access to the City of Clovis programs. The following tables provide the analysis to identify the number or proportion of LEP persons likely to interact with the City of Clovis' CDBG program.

Eligible Service Area

The City of Clovis's eligible service area is primarily City-wide, within the City of Clovis city limits as shown in the map attached as Appendix A. A secondary eligible service area includes the low-moderate income Census Tracts located within the City of Clovis City Limits, as shown in the map attached in Appendix B.

Eligible LEP Language Groups

Guidance provided by HUD states that written translations of vital documents should be provided for each eligible LEP language group that constitutes either at least 1,000 persons or five percent, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. According to the data in Table 1 for the City of Clovis, 24% of the population speaks a language other than English at home. Five percent of the eligible population of the City of Clovis is more than 1,000 persons, therefore languages with more than 1,000 individuals who Speak English less than "very well" is the threshold that applies for the safe harbor guidance for written translation of vital documents. For the City of Clovis the languages that meet this criterion are Spanish and Hmong (Other Asian and Pacific Islander Languages).

Table 1: Language Spoken at Home

Language Spoken at Home	(Service area)
Population 5 years and over	112,289
English only	85,315
Language other than English	26,974
Speak English less than “very well”	7,940
Spanish	14,969
Speak English less than “very well”	3,733
Other Asian and Pacific Islander languages (Hmong)	3,184
Speak English less than “very well”	1,285
Other Indo-European languages (Punjabi)	2,774
Speak English less than “very well”	819
Tagalog (inc. Filipino)	1,842
Speak English less than “very well”	435
Chinese	1,246
Speak English less than “very well”	790
ACS 5-year estimate from U.S. Census Bureau 2022	

Table 2. Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language	(Service area) Population Estimate
Total	112,289
Spanish	14,969
Speak English “very well”	11,236
Speak English less than “very well”	3,733
Other Asian and Pacific Islander languages	3,184
Speak English “very well”	1,899
Speak English less than “very well”	1,285
Other Indo-European languages	2,774
Speak English “very well”	1,955
Speak English less than “very well”	819
Tagalog (inc. Filipino)	1,842
Speak English “very well”	1,407
Speak English less than “very well”	435
Chinese	1,246
Speak English “very well”	456
Speak English less than “very well”	790
ACS 5-year estimate from U.S. Census Bureau	

Factor 2: The frequency with which LEP Persons come into contact with the City of Clovis' programs.

The City of Clovis completed an informal, in-office survey to determine how many LEP persons visited or called the office, and what was their primary language, over a one-month period. This informal survey revealed that there was a small number of Spanish-speaking LEP persons contacting the City of Clovis, and there were no LEP persons who spoke languages other than Spanish.

The result of the analysis is that the majority of LEP persons who encounter the City of Clovis through phone and in-person contact are primarily Spanish speaking. Providing Spanish speaking services occurs 1-2 times per week. Instances of languages other than Spanish and English are largely infrequent (no more than once a month). In these circumstances, staff assist LEP persons with resources to provide translation and/or interpretation services.

Factor 3: The nature of importance of the City of Clovis program, activity, or service to the LEP person's life.

Housing is a basic human need, the lack of which can have serious or life-threatening implications for any individual. The City of Clovis assists low-income individuals and households in meeting their housing needs by providing federal Community Development Block Grant (CDBG) funds through the Owner-Occupied Housing Repair Program. The housing repairs program provides grants to low-income households to conduct repairs that address health and safety deficiencies in their homes.

The City's other CDBG funded programs provide services including micro-enterprise activities, infrastructure improvements and public services. The micro-enterprise program provides assistance to low-income persons who want to start their own business at the Clovis Culinary Center. Assistance is provided by assisting the qualifying participants with space rental. Infrastructure improvements can include reconstruction of alleys, streets, sidewalks, and ADA improvements, as well as walking trail improvements, to ensure that low-mod income neighborhoods have adequate public facilities. Additionally, the City is a partner agency with the local Fresno-Madera Continuum of Care, a collaborative of various homeless assistance service providers, to which we can refer persons seeking assistance if they are unhoused or at risk of becoming homeless.

The City of Clovis understands that to receive assistance or be able to participate in programs offered by the City of Clovis, beneficiaries and/or applicants must be able to understand the program information and requirements to access and/or receive the assistance.

Factor 4: The resources and the costs to the City of Clovis in providing meaningful access. Reasonable steps may cease to be reasonable where the costs imposed substantially exceed the benefit.

The resources for providing translation and interpretation services for meaningful access is within the City of Clovis's financial ability and is provided by one of the following two methods:

1. Certified bilingual staff - A listing of staff who can provide translation is available in a shared electronic file for all the City of Clovis staff who may require the services.
2. Translation services through the translation phone service called "Language Line" – the City of Clovis staff are trained and provided the resource on how to contact the City of Clovis contracted translation provider that offers over 200 languages and is easily accessed by telephone.

Translation services are provided by third party vendors contracted by the City of Clovis, when certified bilingual staff is unavailable. Vital documents (identified in Appendix C) are translated in the languages as identified under Factor 1. The cost for translating vital documents can be significant. For that reason, translation of documents beyond the identified languages under Factor 1 will be completed upon request.

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

Based on the four-factor analysis, the most encountered languages are Spanish and Hmong.

VI. Language Assistance Policies

LEP persons are entitled to language assistance with respect to a particular type of service, benefit, or encounter. The City of Clovis seeks to provide meaningful access to its LEP beneficiaries according to the actions below.

Delivery of Services

The CDBG Program Language Access Policy (Policy) applies to the CDBG Program and grantees that receive federal funding and provide services, programs, or activities directly to the public. Grantees, subgrantees, recipients and subrecipients must comply with the policy. The language access responsibilities covered under this language access policy and plan include language access plan development, implementation, and maintenance. Responsibilities of the CDBG Program include:

- a. Assigning a .15 FTE CDBG Program Language Access Coordinator to administer and monitor language access activities in accordance with programmatic needs and the CDBG Program Language Access Administrative Responsibilities.
- b. Meeting annual planning requirements, including developing and reviewing the CDBG Program Language Access Plan and assessing and setting annual goals in consultation with CDBG Program staff.
- c. Ensuring language access training for all staff who might interact with residents eligible to receive or participate in CDBG-funded programs, activities, and services annually.
- d. Conducting ongoing data collection and reporting to illustrate annual language service usage data and encounters with individuals with LEP.
- e. Negotiating and overseeing language services provider contract/s, including, but not limited to, the provision of oral interpretation services, translation services, and developing multilingual materials, such as audio and video content.

Program Budgeting

The CDBG Program shall allocate funding for language access services and the implementation of language access administrative responsibilities. The budget for language access services shall be determined based on programmatic needs.

Annual budget line items should include the following:

- a. Staffing: to cover the salaries and benefits of .15 FTE CDBG Program Language Access Coordinator.
- b. Language Access Services: to cover the costs of providing language services to individuals with LEP, including interpretation services, translation services, and other language assistance services. The services may be provided via a contract with a Language Service Provider.
- c. Signage: to cover the costs of providing multilingual signage and other visual notices to assist individuals with LEP.
- d. Training: to cover the costs associated with providing language access training to the CDBG Program staff, including language access policy training, and other relevant training.
- e. Bilingual Staff Evaluation and Premium Pay: for non-management staff, to cover the costs associated with formalizing the role of bilingual employees who use their language skills to communicate with LEP individuals or provide translation and interpretation services.
- f. Technology Budget: to cover the costs associated with procuring and maintaining technology solutions to facilitate language access services, including over-the-phone interpreting and video remote interpreting.
- g. Compliance Monitoring & Evaluation: to cover the costs associated with monitoring compliance with language access policies and procedures, including conducting language access audits, focus groups, and survey assessment processes.

In alignment with the City of Clovis' budget cycle, the CDBG Program will review and revise the budget annually to ensure that it remains effective and responsive to the needs of the language access program and the public and is in accordance with the Language Access Policy, the CDBG Program will carry out the language access plan outlined in this document and complete all implementation steps over the three years of implementation.

Language Access Staffing

The CDBG Program shall ensure adequate staffing for all language access administrative responsibilities as follows:

- a. Assigning and establishing the role of a Language Access Program Coordinator responsible for overseeing language access implementation within the CDBG Program at a minimum .15 FTE.

- b. Designating and employing bilingual staff based on programmatic needs.
- c. Ensuring that bilingual staff have demonstrated proficiency levels as required and that all staff receive requisite language access training pertaining to their roles and responsibilities.

Translation Services

The CDBG Program shall ensure that individuals with LEP have equal access to vital documents and services. Per the definitions in this Policy, “translation” is defined as “rendering of written text from one language (source language) into an equivalent written text in another language (target language).” To meet this requirement, the CDBG Program shall:

- a. Translate all vital documents into Spanish and Hmong. Vital documents shall be translated accurately, completely, and in a timely manner.
- b. Include multilingual inserts in the Top 5 - 10 languages on English-only or English/Spanish vital documents to notify individuals with LEP of their right to language assistance and provide them with a number they can call to receive the information in the document orally in the language.
- c. During the first year of implementation, prioritize the translation of the following types of vital documents:
 - i. Signage informing individuals with LEP of their rights to language assistance services and steps to take to request language assistance and CDBG Program Participation Notices, forms, and documents, including information on the application for services.
 - ii. Notices, forms, and documents individuals with LEP need to access CDBG services.
 - iii. Summary of services, benefits, programs offered by the CDBG Program, and key contact information.
- d. Report annually on its progress in meeting the following implementation goals:
 - i. Translating description of the program’s function and information
 - ii. Displaying multilingual signage on availability of language services
 - iii. Identifying translation completed for vital documents, prioritized by the importance of service/program and frequency of public use
 - iv. Identifying documents containing multilingual instructions/contact information
- e. Role of Bilingual Staff in Delivery of Translation Services: The CDBG Program shall formalize the role of bilingual staff in delivering translation services. To serve as translators, bilingual staff need to be formally evaluated, their language proficiency

and translation skills need to be assessed, and they need to receive translation training.

- i. Bilingual employees should be compensated for their role in delivering translation services.

Interpretation Services

The CDBG Program shall ensure that individuals with LEP have quality interpretation services when interacting with the CDBG Program. Per the definitions in this Policy, “interpretation” is defined as “the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.”

- a. On-Demand Over-the-Phone Interpretation Service: the CDBG Program shall set up an account with an on-demand over-the-phone interpretation service provider (e.g., Language Line) to ensure frontline and outreach staff can access an interpreter at any time. The CDBG Program should ensure that staff have access to appropriate tools such as dual handset phones, instructions, and language identification instructions. Furthermore, staff should be trained on using over-the-phone interpretation services and effective use of interpreters.
- b. In-Person Interpretation Services (face-to-face onsite oral interpretation): The CDBG Program shall use qualified and trained in-person interpreters via vetted language service providers for specific types of encounters with individuals with LEP, if certified bilingual City staff is not available. The CDBG Program should clearly define when staff need in-person interpreters or video remote interpretation (VRI) services and distinguish and prioritize encounters needing in-person or VRI interpretation during planning.
- c. Prohibition of Family and Friends as Interpreters: Using family and friends as interpreters is generally prohibited. However, if an individual with LEP requests to use their family or friends after being offered a trained interpreter by the service provider, City staff shall obtain a signed waiver from the individual with LEP who requested to use their own interpreter and allow the request. The CDBG Program should ensure that frontline staff can access waivers available in the City of Clovis' Top 5 - 10 languages. Staff should be trained on the use of waivers and procedures for obtaining and reporting signed waivers.
- d. Role of Bilingual Staff in Delivery of Interpretation Services: The CDBG Program shall formalize the role of bilingual staff in delivering interpretation services. In order to serve as interpreters, bilingual staff need to be formally evaluated, their language proficiency and interpretation skills need to be assessed, and they need to receive interpretation training.
 - i. Non-Management Bilingual employees should be compensated for their role in delivering interpretation services.

Quality Assurance

The CDBG Program shall develop and adopt quality assurance procedures to ensure the quality and accessibility of translation and interpretation services, monitor the need for and delivery of language assistance services, and maintain proper records and oversight procedures.

- a. The CDBG Program shall maintain proper records and oversight procedures that includes:
 - i. Documenting and tracking the quality of interpretation and translation services provided by vendors and equipping staff with skills and tools to monitor the quality of interpretation services
 - ii. Offering a public complaint process, made available online and in at least three (3) of the top languages spoken by individuals with LEP in the City of Clovis
 - iii. Conducting periodic testing of translated documents and interpretation services across languages

Public Notification

The CDBG Program shall ensure that the general public and individuals with LEP know of the language assistance services available and have information on how to request such services. Additionally, the CDBG Program shall provide multilingual notification of services in various formats. The communication of available language assistance services will assist LEP individuals in understanding the services provided by the CDBG Program, which can increase the general public's use of the CDBG Program's overall services and support public trust and confidence.

- a. The CDBG Program shall prominently display signs in the Top 5 – 10 languages, notifying individuals with LEP of their right to request interpretation and translation services. Notifications should be placed in visible areas and indicate that language services are available free of charge.
- b. Notices should be clear, legible, and include clear steps individuals with LEP need to take to request and receive language services. This includes how to request an interpreter or translated materials, as well as the CDBG Program's contact information and hours of operation.
- c. The CDBG Program should periodically review and update their public notices to ensure they are accurate and up-to-date and meet the needs of their populations with LEP.

Public Outreach

The CDBG Program shall conduct direct outreach and develop culturally and linguistically targeted communications strategies to reach individuals with LEP.

- a. The CDBG Program shall set clear and measurable outreach and community engagement goals and report progress annually.
- b. The CDBG Program shall build and utilize comprehensive distribution lists that include local, culturally, and linguistically diverse community-based organizations and linguistically diverse media outlets to disseminate translated documents, alerts, and notices effectively.
- c. The CDBG Program shall develop and translate informational materials introducing the service/benefit they offer, eligibility requirements, the application process, language assistance provided, and all similar services.

Modification and Public Comment

The CDBG Program shall follow the following Modification and Public Comment policies:

- a. **Biannual Review:** This policy shall be subject to biannual review and modifications by the CDBG Program Language Access Coordinator with approval by the City of Clovis leadership, except that any review and modifications that are intended to or can have the effect of reducing services or excluding groups from services shall be subjected to the Public Comments process.
- b. **Public Comments:** The CDBG Program shall provide an opportunity for individuals in the City of Clovis to comment and provide feedback on this policy and implementation. The CDBG Program shall post a Fact Sheet of the Language Access Policy and Plan to the Website. The Fact Sheet shall be translated into Spanish and Hmong.
 - i. Sufficient notice shall be provided on the City of Clovis' website and in the local papers, with translated ads in the Top 5- 10 languages in the City of Clovis, inviting the public to provide comments. Within 30 days of closing the comment period, the City of Clovis shall review and consider all comments when updating this policy.

Written Translation Services

Following the four-factor analysis and safe harbor guidance, the City of Clovis will translate vital documents into Spanish and Hmong.

HUD has defined "vital documents" to be forms or documents that are critical for ensuring meaningful access to federally funded services or benefits. The following documents are considered "vital" for the City of Clovis' programs because they are critical for accessing its programs and activities.

- Signage informing individuals with LEP of their rights to language assistance services and steps to take to request language assistance and CDBG Program Participation Notices, forms, and documents, including information on the application for benefits, services.

- Notices, forms, and documents individuals with LEP need to access CDBG services.
- Summary of services, benefits, programs offered by the CDBG Program, and key contact information.

VII. Updating LAP

The City of Clovis will review the LAP periodically, but no less than every five years, to evaluate its overall effectiveness and any changes in LEP populations or needs. Modifications to the Plan may be based on:

- U.S. Census data
- Frequency of contact analysis of LEP clients and callers by staff
- Analysis of requests for interpreters and translation, languages requested, costs, etc.
- Assessment of whether existing language assistance services are meeting the needs of persons with LEP
- Review of vital documents and appropriateness of translations available
- Assessment of whether staff members understand the LAP and procedures
- Nature and importance of activities and information to LEP clients
- Availability of resources, including costs
- Whether previously identified sources for assistance are still available and viable

VIII. Fair Housing

The City of Clovis is committed to affirmatively furthering fair housing and providing equal access to housing opportunities to all applicants and residents without regard to race, color, religion, sex, disability, familial status, national origin, sexual orientation, gender identity, gender expression, marital status, medical condition, ancestry, source of income, age, genetic information, or arbitrary discrimination, including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

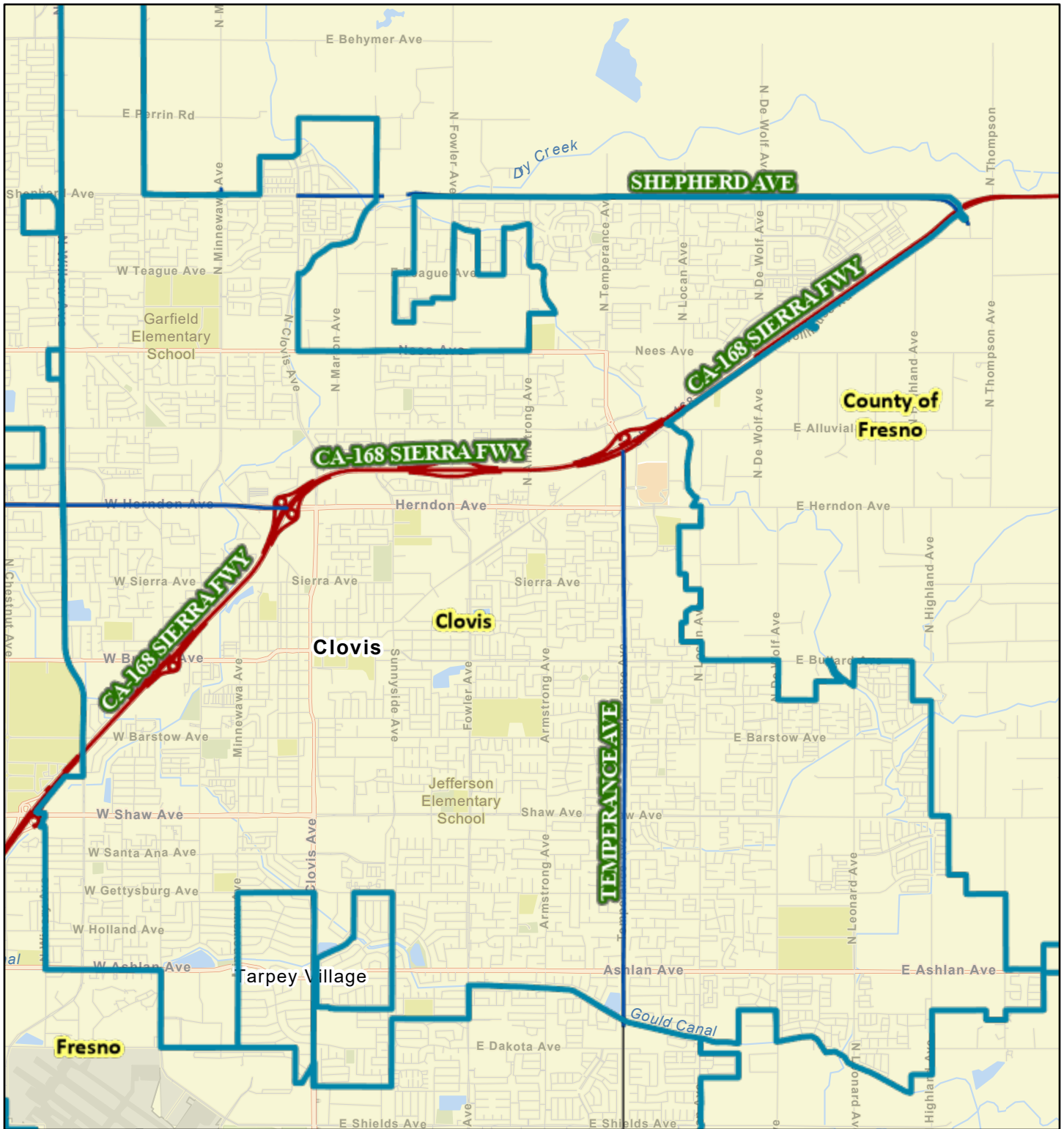
IX. CDBG Program Language Access Coordinator

The City of Clovis' Language Access Coordinator is Claudia Cazares, Housing Program Manager. She can be contacted via email at housing@cityofclovis.com, or via telephone at (559) 324-2060, or in writing at:

City of Clovis
Affordable Housing Programs
1033 Fifth Street
Clovis, CA 93612

APPENDIX A: Clovis City Limits

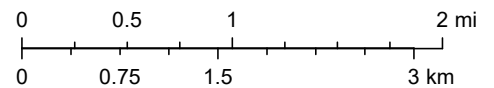
Clovis City Limits



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1:72,224

- City Limits
- County Boundary



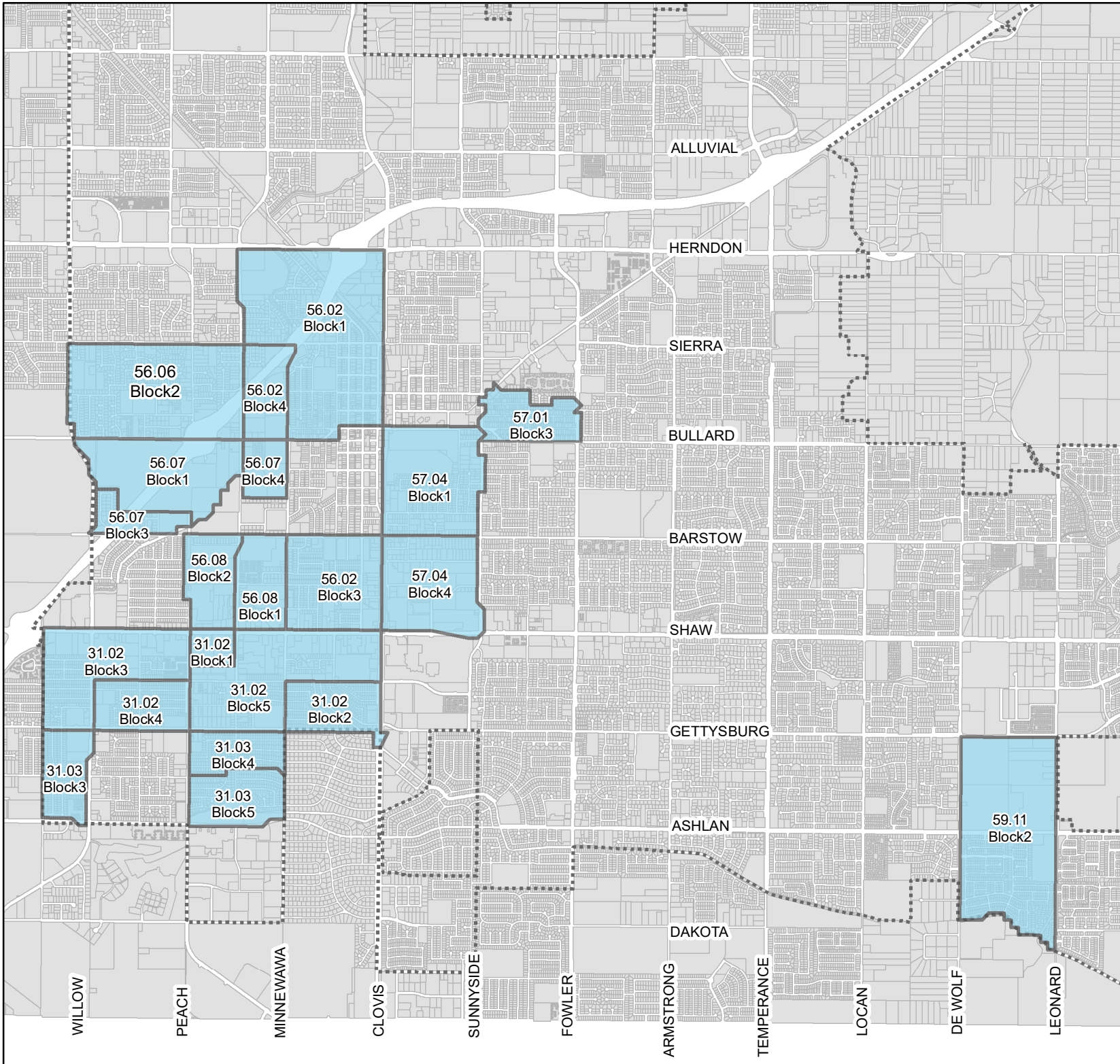
Streets Freeway Expressway Super Arterial

- Freeway
- Expressway
- Super Arterial


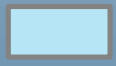
City of Clovis, City Of Fresno, Fresno County Dept. PWP, California State Parks, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/ NASA, USGS, Bureau of Land Management, EPA, NPS, USDA, USFWS

City of Clovis

APPENDIX B: Low-Mod Income Census Tracts



Eligible CDBG Areas

-  City Limits
-  Eligible Census Block Groups



9/2/2022

APPENDIX C: Vital Documents

Types of vital documents:

- i. Signage informing individuals with LEP of their rights to language assistance services and steps to take to request language assistance and CDBG Program Participation Notices, forms, and documents, including information on the application for services.
- ii. Notices, forms, and documents individuals with LEP need to access CDBG services.
- iii. Summary of services, benefits, programs offered by the CDBG Program, and key contact information.