

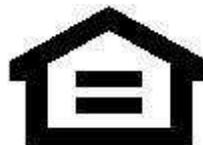
# CITY OF SIOUX FALLS LANGUAGE ACCESS PLAN

## For Limited English Proficiency Persons



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Equal Housing  
Opportunity

## **Plan Mission and Purpose**

This plan was developed to assist in providing greater access to and participation in the services and programs of the Department of Community Development (CD) of the City of Sioux Falls for residents with Limited English Proficiency (LEP) or no English proficiency. Pursuant to Title VI of the Civil Rights Act of 1964 and the U.S. Department of Housing and Urban Development's Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons. This plan promotes greater access to services, programs and activities with the goal of attaining meaningful and understandable access at a level equal to English proficient individuals. It is understood that removing language barriers is critical to achieving access to available services.

## **Services and Programs**

Community Development provides services intended to improve the availability and quality of housing for low income residents through the Single Family Rehabilitation Program (SFR), the Emergency Mobile Home Repair Program (MHR) and Homebuyers Assistance Program (HBA). The SFR program provides support to income qualified home owners to bring houses up to code compliance status. The MHR program provides support for income qualified owners up to \$2,000.00 for emergency situation repair. The HBA provides down payment assistance to income qualified first time homebuyer up to a limit of \$5,000.00.

In addition to direct home owner and home buyer assistance, Community Development provides funding for income qualified citizens to Bright Futures, a program attempting to motivate households toward economic self-sufficiency; Security Deposit Assistance which attempts to aid in the acquisition of affordable, decent, safe and sanitary rental housing; Tenant-based Rental Assistance which provides direct aid for rental housing and Heartland House which is a transitional housing program for homeless families with children. Other funded programs include Home Modification where grants are provided to make accessibility modifications to rental units occupied by the physically disabled and Repair Affair where grants are provided to make accessibility modification to owner occupied residences for the elderly and disabled.

Community Development also has a designated Fair Housing Coordinator whose responsibility is to develop and implement policies and programs to support city, state and Federal Fair Housing Laws. This is accomplished by working with the City of Sioux Falls Human Relations Commission and the Multi-Cultural Center staff personnel on educational and counseling projects whenever possible.

## **LEP Population Assessment**

In order to determine the reasonable efforts CD must take to provide appropriate levels of accommodation to LEP residents the following four factors are considered:

1. The number and proportion of LEP persons in the eligible service population.

Sioux Falls Community Development utilized the 2007-2011 American Community Survey 5 Year Estimates, B16001: Language Spoken at Home by Ability to Speak English for Population 5 Years and Over and B05005: Place of Birth for the Foreign-Born Population in the United States. Based upon this data Sioux Falls meets the 1,000 or 5% LEP person threshold for only one language that being Spanish.

2. The frequency with which LEP persons utilize the agency's programs.

The programs provide direct assistance to individuals that must present evidence of eligibility, thereby producing direct contact with the program and staff on a frequent basis. The actual incidence for the calendar year 2012 as reported is 17 or 4.4% of the total for all programs involved of 383. It is the intention of the department to re-evaluate various language requirements on a regular biannual basis. This is due to the current growing influence of African immigration but will not be limited to that ethnic group.

3. The nature and importance of the program, activity or service provided by the program.

Since the programs provide direct financial assistance to qualified households related to housing all activities are of significant importance to the beneficiaries.

4. The availability and cost of additional language accommodations and resources.

The City of Sioux Falls has the ability to call on the Multi-Cultural Center and Lutheran Social Services to provide oral translation services for public meetings and during conversations with LEP applicants at minimal costs to the city and at no cost to applicants. In addition, written translations are available from the same organizations so that the city may provide any program related document in Spanish if required.

## **Language Access Plan**

As a result of the preceding Four-Factor Analysis, Sioux Falls Community Development will strive to increase the visibility and availability of interpretation services, coordinate the provision of LEP Services within CD, manage document translation, interact with other involved community agencies and monitor the program success. In addition, CD staff will act as liaison and record keeper providing support to any other involved city office to facilitate LEP Customer interaction.

The CD department will, with assistance from the City Attorney's office, identify essential public documents and have a Spanish language version available upon request. This will include the Citizen Participation Plan, any public notices published in the local paper and amendments to the Annual Action Plan. A listing of documents translated will be updated annually in the LAP Analysis submitted to HUD.

The city website will include a Spanish language message directing LEP citizens to contact the CD office for additional information on programs available. Notices of meetings involving citizen participation will include a statement that translators will be available when requested at least 48 hours in advance and CD will provide oral translation where required in the field during the implementation of project activity.

LEP population groups will be monitored to the greatest extent possible to assure that any additional language translation requirements are met on as timely a basis as possible.