



Georgia Department of Community Affairs

Language Access Plan

2022-2027



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DCA Language Access Plan (LAP)

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Section 1: INTRODUCTION

Signed on August 11, 2000, Executive Order 13166 mandated that federal agencies must publish guidance on how persons whose primary language is not English and those who have a limited ability to speak, read, write, or understand English will be provided Meaningful Access to federally funded assistance programs. On the same date, the Department of Justice issued guidance in accordance with the Executive Order which clarified the Limited English Proficiency (LEP) requirements under Title VI of the Civil Rights Act of 1964. Pursuant to Executive Order 13166, each federal agency was mandated to provide guidance specifically tailored to its recipients consistent with the LEP Guidance issued by the Department of Justice to explain how the general standards established in the LEP Guidance will be applied to the agency's recipients. On September 15, 2016, the Office of General Counsel (OGC) issued Guidance on Fair Housing Act Protections for Persons with Limited English Proficiency. In that Guidance, the OGC states that the Fair Housing Act prohibits housing providers from using LEP selectively based on a protected class or as a pretext for discrimination because of a protected class. The Act also prohibits housing providers from using LEP in a way that causes an unjustified discriminatory effect.

The Georgia Department of Community Affairs ("DCA" or "Agency") is a recipient of federal financial assistance and is therefore obligated to reduce language barriers that could preclude Meaningful Access by LEP persons to DCA programs that are funded with such federal financial assistance. DCA has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken to ensure Meaningful Access to Agency services, programs, and activities on the part of LEP persons. In preparing this Plan, DCA conducted a Four-Factor Analysis, considering (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the Agency or its federally funded programs; (2) the frequency with which LEP persons come into contact with the Agency's programs; (3) the nature and importance of the programs, activities, or services to people's lives; and (4) resources available to execute the programs and the costs of providing the LEP services.

Section 2: BACKGROUND

DCA was created in 1977 to serve as an advocate for local governments. On July 1, 1996, the Governor and General Assembly merged the Georgia Housing and Finance Authority (GHFA) with DCA. Today, DCA operates a host of state and federal grant programs; serves as the state's lead agency in housing finance and development; promulgates building codes to be adopted by local governments; provides comprehensive planning, technical, and research assistance to local governments; and provides rental assistance for eligible households.

DCA administers all federally funded programs in compliance with federal statutes and regulations. Federally funded programs administered by DCA include, but are not limited to: Community Development Block Grants (CDBG), Emergency Solutions Grants (ESG), Emergency Housing Vouchers, Georgia Mortgage Assistance, Georgia Rental Assistance, HOME, Housing Choice Voucher (HCV) Program, Housing Opportunities for Persons with AIDS/HIV (HOPWA), Neighborhood Stabilization Program (NSP), Permanent Supportive Housing, and Section 811.

Section 3: POLICY

It is the policy of DCA to comply with all federal statutes and regulations in the administration of federally funded programs. DCA will take timely and reasonable steps to provide deaf and/or hard of hearing (“DHH”) and LEP persons with Meaningful Access to programs and activities conducted by DCA. Access to DCA programs and services should not be impeded as a result of an individual’s inability to speak, read, write or understand English. DCA will review and update its LEP Four-Factor Analysis at least every five years.

DCA will train staff, contractors, and Sub-Recipient administrators (program administrators who are expected to conduct a Four-Factor Analysis and other efforts described within this LAP) on procedures to implement and continuously monitor and evaluate the implementation of LAPs in the State of Georgia.

Pursuant to the requirements of Title VI, Sub-Recipients of federal funds received through an administration grant/award made by DCA are also required to make reasonable efforts to provide timely, Meaningful Access for DHH and LEP persons to programs and activities. In order to do so, Sub-Recipients should first conduct an assessment to determine the need for language assistance within their service area. This is accomplished by conducting the Four-Factor Analysis, which is described in this Plan. After completion of the Four-Factor Analysis, the Sub-Recipient Type IIs will understand the languages spoken by LEP persons in their service area and can determine how to provide needed language assistance.

Based upon the findings of the Four-Factor Analysis, and when deemed necessary, the Sub-Recipient Type IIs should prepare a LAP addressing the Sub-Recipient’s plan for ensuring Meaningful Access to programs and activities for DHH and LEP persons. A Sub-Recipient Type II may conclude that different language assistance measures are sufficient for the different types of programs or activities in which it engages. For instance, a Sub-Recipient Type II may determine that certain activities are more important and/or have greater impact on or contact with DHH and/or LEP persons, and thus such programs or activities require enhanced language assistance. Although DCA is providing Sub-Recipient Type IIs with a template from which to develop a LAP, Sub-Recipient Type IIs have flexibility in determining how to appropriately address the needs of the DHH and LEP populations they serve.

The Sub-Recipient Type II is also required to select an individual responsible for coordination of DHH and LEP compliance, train staff involved in programs and activities on DHH and LEP requirements, keep records of assistance provided and actions taken, and update the Four-Factor Analysis and LAP, as needed.

DCA will annually monitor all Sub-Recipients to ensure DHH and LEP individuals receive Meaningful Access to federally funded programs in accordance with the terms identified in Section 12 of this LAP. Sub-Recipients’ compliance will be outlined in the Compliance Manuals for its respective program(s).

Section 4: PURPOSE AND PLAN OVERVIEW

The purpose of this Plan is to analyze the location and needs of Georgia’s LEP population through the Four-Factor Analysis of Census data. The Plan establishes guidelines in accordance with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, 65 Fed. Reg. 50,121 (Aug. 16, 2000). The Plan will also describe how DCA, and its Sub-Recipients, will provide Meaningful Access to

programs, eliminate, or reduce hearing impairment and LEP as a barrier to receipt of services offered by DCA programs and activities, and provide substantially equal and meaningfully effective access to DCA programs and services.

DCA has outlined the reasonable steps to provide Meaningful Access to federally funded programs for DHH and LEP persons based on the classification of each federally funded program. Federally funded programs that DCA directly administers as a Direct Beneficiary (e.g., HCV program, Section 811, etc.) will provide written translations of vital documents in accordance with the results of DCA's Four-Factor Analysis. Minimal standards for reasonable steps may include, but are not limited to, requiring recipients to demonstrate how they have applied the four (4) factors from the Four-Factor Analysis, plus a fifth (5th) factor which notifies recipients that DCA may require additional criteria for proof of compliance with provision of meaningful access on a case-by-case base. Accordingly, this permits DCA the flexibility to request additional standards, if appropriate, from recipients with a larger service area or from those recipients who have more resources.

DCA will monitor the reasonable steps taken to ensure DHH and LEP individuals have Meaningful Access to federally funded Sub-Recipient programs. Sub-Recipient administrators (operating programs including Community Development Block Grants (CDBG), HOME, Housing Opportunities for Persons with AIDS/HIV (HOPWA), Emergency Solutions Grants (ESG), and Neighborhood Stabilization Program (NSP)), will be monitored based on their independent LAPs as directed by their independently conducted Four-Factor Analyses.

For Direct Sub-Recipient programs (where DCA awards funds to organizations to conduct services (e.g. housing counseling agencies or housing developers), DCA will monitor language access strategies and provide training and support language access activities.

Under this Plan, DCA and its Sub-Recipients will provide two primary types of language access services: oral and written. Both oral language access services and written language access services will meet the standards for Meaningful Access as described in this Plan, including interpretation and translation services conducted by professional vendors and the quality of those services being confirmed by a demonstrably qualified bilingual staff member.

DCA will continually monitor compliance with this Plan and the effectiveness of the Plan in eliminating barriers to Meaningful Access for DHH and LEP individuals.

DCA and its Sub-Recipients will engage in outreach efforts to ensure that DHH and LEP persons are aware of the language access services available to them.

DCA will also provide training to Program-level LAP Coordinators, Sub-Recipient grant administrators, and direct service staff on methods of assistance available to DHH and LEP individuals in the implementation of this Plan. This training will be periodically updated and delivered as DCA's needs and language access services evolve.

Section 5: REGULATORY AND LEGAL AUTHORITY

A. Section 109 of the Housing & Community Development Act of 1974

Section 109 states that "no person in the United States shall, on the grounds of race, color, national origin, religion, or sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with Federal financial assistance."

B. Title VI of the Civil Rights Act of 1964 and Implementing Regulations

Title VI of the Civil Rights Act of 1964, Section 601, 42 USC 200d, provides that no person shall "on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. Section 602 authorizes and directs federal agencies that are empowered to extend federal financial assistance to any program or activity "to effectuate the provision of [Section 601]...by issuing rules, regulations, or orders of general applicability."

The regulations in Section 602 prohibit recipients from utilizing "criteria or methods of administration which have the effect of subjecting persons to discrimination based on their race, color or national origin, or have the effect of defeating or substantially impairing accomplishments of the objectives of the program or activity as respect to persons of a particular race, color or national origin." On January 22, 2007, the Department of Housing and Urban Development (HUD) published the final rule "Notice of Guidance to Federal Financial Assistance Recipients, regarding Title VI Prohibition against National Origin Discrimination – Affecting Limited English Proficient Person" (HUD LEP Guidance).

C. Title II of the Americans with Disabilities Act of 1990 and Implementing Regulations

Subtitle A of Title II of the Americans with Disabilities Act of 1990 protects qualified individuals with Disabilities on the basis of disability in the services, programs or activities of all state and local governments.

D. Section 504 of the Rehabilitation Act of 1973 and Implementing Regulations

Section 504 of the Rehabilitation Act of 1973 states that, "No otherwise qualified individual with a disability in the United States, as defined in [section 705 \(20\)](#) of this title, shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance"

E. HUD Housing Counseling Limited English Proficiency (LEP) Toolkit

The HUD LEP Toolkit, published in March 2021, explains the LEP requirements and recommendations for Housing Counseling Agencies (HCAs), including, but not limited to how to understand the needs of LEP persons seeking housing counseling services, ensure meaningful access to housing counseling programs and activities by persons with LEP as described in the HCA's work plan, and conduct outreach, educate, and affirmatively market the availability of housing counseling and housing-

related services to LEP communities.

Section 6: DEFINITIONS

Beneficiary: The ultimate consumer of federally funded programs who receives benefits from a federally funded recipient.

Bilingual: A person who is bilingual is fluent in two languages and is able to conduct the business of the workplace in either of those languages. This is to be distinguished from proficiency in more than one language. Interpretation and translation require the interpreter or translator to be fluently bilingual and also require additional specific skills for interpretation and translation.

Customer: Any individual or organization communicating with a DCA program.

DCA LAP Coordinator: DCA's Associate General Counsel.

Deaf and/or Hard of Hearing (DHH) Individual: Someone who has a diminished sensitivity to sound, or hearing loss.

Direct “In-Language” Communication: Monolingual communication in a language other than English between a multilingual staff and an LEP person (e.g., Korean to Korean).

Effective Communication: Communication sufficient to provide a DHH or LEP individual with substantially equivalent levels of service access received by non-DHH or LEP individuals. Staff must take reasonable steps to ensure communication with a DHH or LEP individual is as effective as communication with non-DHH or LEP individuals when providing similar programs and services.

External Stakeholder: A person who is not a DCA employee and who has contact with, or is seeking information or services from, DCA programs or activities. External stakeholders include, but are not limited to, members of the general public, renters, homeowners, and small business owners.

Federal Financial Assistance: Grants, loans, and advances of federal funds, the grant or donation of federal property and interests in property, or any other assistance as specified in 24 CFR Part I § 1.2(e).

Focus Languages: Languages, specifically Chinese, Korean, Spanish, and Vietnamese, identified through the Four-Factor Analysis as having a sufficient level of prevalence amongst LEP individuals in Georgia to warrant statewide efforts for written translations of vital documents.

Four-Factor Analysis: The analysis that Recipients of federal funding are required to use to determine what language assistance measures are sufficient to assist LEP persons in the different programs and activities in which the Recipient engages, as described in “Final Guidance to Federal Financial Assistant Recipients regarding Title VI Prohibition against National Origin Discrimination, affecting Limited English Proficient Persons” published in the Federal Register (January 22, 2007). The four factors include:

- 1.) The number or proportion of LEP persons eligible to be served or likely to be encountered in the service population ("served or encountered" includes those persons who would be served or encountered by the Recipient if the persons received adequate education and outreach and the

recipient provided sufficient language services);

- 2.) The frequency with which LEP persons come into contact with the program;
- 3.) The nature and importance of the program, activity, or service provided by the program; and
- 4.) The resources available to execute the program and costs of providing the LEP services.

Fluent: A person who is able to express oneself easily and articulately in conversations and public speaking.

Interpretation: 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.

Interpreter: An individual who orally translates for parties conversing in different languages.

Language Access Plan (LAP): A written implementation plan that addresses identified needs of the DHH or LEP persons served.

Language Assistance Services: Oral and written language services needed to assist DHH and LEP individuals to communicate effectively with staff, and to provide DHH and LEP individuals with Meaningful Access to, and an equal opportunity to participate fully in, the services, activities, or other programs administered by DCA.

Limited English Proficient (LEP) Individuals: Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English because of their national origin. For purposes of Title VI and the LEP Guidance, persons may be entitled to language assistance with respect to a particular service, benefit, or encounter. (HUD LEP Guidance). LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still demonstrate LEP for other purposes (e.g., reading or writing).

Meaningful Access: LEP individuals' accurate, timely, and effective participation in, or benefit from, federally funded programs that is meaningfully equivalent to that of non-LEP individuals, at no cost to the LEP individual.

Multilingual staff or employee: A staff person or employee who has demonstrated fluency in English and reading, writing, speaking, or understanding at least one other language as authorized by his or her Division.

Primary Language: An individual's primary language is the language in which an individual most effectively communicates.

Proficient: The ability of a person to speak, read, write, and understand a language. An individual who is proficient in a language may, for example, be able to greet an LEP individual in his or her language or facilitate access to translation services, but not conduct Agency business in that language.

Qualified Translator or Interpreter: An in-house or contracted translator or interpreter who has demonstrated his or her competence to interpret or translate.

Recipient: Qualified applicants in compliance with 24 CFR §1.2(f) who are awarded federal financial assistance. The Voluntary Compliance Agreement defines Recipient as "the meaning specified at 24 CFR §1.2(0)." 24 CFR §1.2(f) defines Recipient as "any State, political subdivision of any State, or

instrumentality of any State or political subdivision, any public or private agency, institution, organization, or other entity, or any individual, in any State, to whom Federal financial assistance is extended, directly or through another recipient, for any program or activity, or who otherwise participates in carrying out such program or activity (such as a redeveloper in the Urban Renewal Program), including any successor, assign, or transferee thereof, but such term does not include any ultimate beneficiary under any such program or activity."

Sight Translation: Oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

Source Language: A language which is to be translated into another language.

Sub-Recipient: Any public or private agency, institution, organization, or other entity to whom federal financial assistance is extended, through DCA for any program or activity, or who otherwise participates in carrying out such program or activity, but such term does not include any Beneficiary under any such program.

Target Language: A language into which another language is to be translated.

Translation: The replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Translator: A person who conveys written material from one language to another.

VCA: Voluntary Compliance Agreement

Vital Document: Any document that is critical for ensuring Meaningful Access to the Recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and any consequences the LEP person might face if the information in question is not provided accurately or in a timely manner. For instance, applications for auxiliary activities, such as certain recreational programs in public housing, would not generally be considered a vital document, whereas applications for housing would be considered vital. However, if the major purpose for funding the recipient were its recreational program, documents related to those programs would be considered vital. Where appropriate, recipients are encouraged to create a plan for consistently determining, over time and across its various activities, what documents are "vital" to the Meaningful Access of the LEP populations they serve.

Section 7: FOUR-FACTOR ANALYSIS

As described in HUD's 72 FR 2732, the starting point for ensuring Meaningful Access is to conduct an individualized assessment (Four-Factor Analysis) that takes into account the following four factors:

1. Number or proportion of LEP persons in the eligible service population,
2. Frequency with which LEP individuals come in contact with the programs,
3. Nature and importance of the service provided by the programs, and
4. Resources available to execute the programs and the costs of providing the LEP services.

Below is DCA's analysis across all 159 counties identified by the U.S. Census. DCA identified 68 counties as being most impacted in regard to LEP access. Counties considered most impacted are those in which at least one language for LEP individuals exceeded the thresholds discussed below.

Classifying Federally Funded Programs

To determine what reasonable steps DCA must take to provide Meaningful Access to federally funded programs for LEP persons, DCA first determined which of its programs were federally funded. DCA then characterized the federally funded programs accordingly:

- (1) Direct Beneficiary – Programs administered by DCA
- (2) Sub-Recipient Type I – DCA awards funds to organizations to conduct services (e.g. housing counseling agencies or housing developers)
- (3) Sub-Recipient Type II – Awards to local governments, non-profits and other non- entitlement/Sub-Recipients who are expected to independently conduct a Four-Factor Analysis and other efforts described within this LAP.

The Four-Factor Analysis is applied to DCA's Direct Beneficiary programs for the purpose of identifying DCA's vital documents for written translation.

DCA will ensure language access is provided to LEP persons to ensure Meaningful Access to DCA's Sub-Recipient Type I and Sub-Recipient Type II programs accordingly:

- Sub-Recipient Type I (e.g., developers or non-profits) are awarded federal funds from DCA to conduct services.
- For both DCA's Sub-Recipient Types I and II, DCA will monitor whether its Sub-Recipients have taken reasonable steps to ensure Meaningful Access for LEP persons to Sub-recipient-operated, federally funded programs.
- DCA will serve as a resource to provide recommendations and technical guidance to Sub-recipient entities in their language access activities.
- DCA's strategy for monitoring Sub-Recipient Type II implementation of their own analyses is included in Section 10.

Table 1. Federally Funded DCA Programs and Services

Category	Federally Funded Programs
Direct Beneficiary	Georgia Rental Assistance
Direct Beneficiary	Section 8 Housing Choice Voucher Program (Rental Assistance)
Direct Beneficiary	Section 811 Project Rental Assistance
Sub-Recipient Type I	Georgia Commission for Service and Volunteerism/AmeriCorps
Sub-Recipient Type I	Georgia Mortgage Assistance
Sub-Recipient Type I	Permanent Supportive Housing
Sub-Recipient Type I	HOME Multifamily Affordable Housing Development
Sub-Recipient Type I	HUD Housing Counseling Program
Sub-Recipient Type I	NFMC Foreclosure Counseling Program
Sub-Recipient Type I	National Housing Trust Fund
Sub-Recipient Type II	Appalachian Regional Commission
Sub-Recipient Type II	Continuum of Care Program
Sub-Recipient Type II	Emergency Solutions Grants (Homeless Program)
Sub-Recipient Type II	Emergency Housing Vouchers
Sub-Recipient Type II	Housing Opportunities for Persons with AIDS (HOPWA)
Sub-Recipient Type II	Shelter Plus Care (S+C) Program
Sub-Recipient Type II	Community Development Block Grant
Sub-Recipient Type II	Community HOME Investment Program (CHIP)
Sub-Recipient Type II	Neighborhood Stabilization Program (NSP)

This Four-Factor Analysis thus determines what reasonable steps DCA must take to provide LEP individuals with Meaningful Access to those federally funded programs operated directly by DCA.

Factor 1: Number or Proportion of LEP Persons Served or Encountered in Eligible Service Population

To determine the number or proportion of LEP persons served or encountered in any service area in Georgia, DCA’s analysis of Factor 1 uses a demographic examination of LEP persons in the State of Georgia.

DCA reviewed LEP data for all counties and Census-recognized cities in Georgia, identifying those that exceeded 1 % of the area population. Those LEP language speakers exceeding these thresholds are listed in Table 5 in Appendix 4. All data used to estimate the proportion of LEP persons across Georgia’s 159 counties comes from the Census Bureau’s American Community Survey (ACS) 5-year file (2016–2020) – Table “B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older and Table S1601: Language Spoken at Home.

For all counties in Georgia, including the 68 most impacted counties found in Table 5, no LEP population other than Spanish speakers exceeds 1% of the State’s population. Thirty counties, however, have more than 1,000 individuals who speak a language other than Spanish and that do not speak English well. These counties are found throughout the State.

DCA observed that Chinese, Korean, Spanish, and Vietnamese are the only languages to exceed 0.5% of the total State population for LEP languages. These four languages are DCA’s focus languages for the remainder of this analysis.

Table 2. DCA Focus Languages

Languages Exceeding 0.5% of the Total State Population
Chinese
Korean
Spanish
Vietnamese

While the affirmative efforts of this LAP will be on the focus languages identified above, DCA seeks and takes steps to provide access to services necessary for direct communication in any language. DCA has compiled data on the focus languages listed above at the census tract level into an interactive online map available to Sub-Recipients and the public. The instructions included in Attachment 1 visually illustrate this information with shading to represent the relative cumulative percentage of LEP individuals in each tract. This LAP mapping tool allows DCA and Sub-Recipients to analyze where the greatest numbers of LEP individuals by language are located and can aid in the completion of each Sub-Recipient’s own analysis.

DCA will update this data every five years in accordance with the overall update of the LAP policy.

To help analyze Factors 2, 3, and 4, DCA disseminated a survey to all DCA Program Points of Contact (POCs). This survey utilized the Language Assistance Self-Assessment and Planning Tool for Recipients of Federal Financial Assistance at <https://www.lep.gov/selfassesstool.htm>. For each program, this survey asked POCs to discuss the program’s frequency of contact with both the general public and LEP individuals, the importance of the program, and what vital documents were necessary to ensure an individual’s Meaningful Access to the program. The results for this survey for directly DCA-operated, federally funded programs are discussed below.

Factor 2: Frequency with which LEP Individuals Come into Contact with the Programs

All programs stated through the survey whether they directly assisted members of the public as well as the frequency with which members of the general public accessed their programs. DCA thus assumes that the frequency with which LEP persons access these programs in relation to that of all individuals is proportional to the number of LEP persons in the State of Georgia, as discussed in Factor 1. Only those programs which directly serve Beneficiaries in the general public—and thus LEP individuals—will be the focus for the subsequent steps of DCA’s Four- Factor Analysis.

Table 3. Federally Funded, Direct Beneficiary Programs’ Frequency of Public Contact

Program Name	Direct Client Assistance?	Frequency of Public Contact
Section 8 Housing Choice Voucher Program	Yes	Daily

Section 811 Project Rental Assistance Demonstration	Yes	Daily
US. Treasury Programs: Georgia Rental Assistance Program and Georgia Mortgage Assistance Program	Yes	Daily

LEP individuals will receive direct language assistance commensurate with the frequency with which these individuals interact with the programs. For example, homeowners and renters who apply for various DCA programs are likely to have frequent contact with the program and should therefore have Meaningful Access to those programs. This may include such interactions as completing applications, award notices, and public comment notices. For program activities such as these, DCA’s strategy—which is laid out in this Plan—will seek to ensure that these populations have Meaningful Access throughout the process.

Factor 3: Nature and Importance of the Program, Activity, or Service Provided by Programs

The nature and importance of the programs, activities, or services provided by the programs to LEP individuals is informed by conclusions from the analysis in Factor 2, program participation requirements, and program managers’ responses as to whether a delay in service provision would significantly, negatively impact the wellness of an individual.

While DCA will provide outreach regarding services available to LEP individuals across all Agency programs, DCA will prioritize vital document translation and subsequent LEP outreach based on importance of the activity, information, service, or program or possible consequences of a lack of service to the LEP persons.

LEP outreach will focus on the programs that provide critical services to program recipients, including but not limited to: homeowners, landlords, renters, and small business owners. Those programs that provide a means of helping individuals obtain or rehabilitate housing or supporting businesses are critically important to LEP individuals. For DCA, these programs are identified below.

Table 4. Determining Programs’ Critical Importance to LEP Individuals

Program	Nature of Program	Freq. of Public Contact	Application necessary for participation?	Delay in service provision sig., neg. impact individual?
Section 8 Housing Choice Voucher Program	A tenant-based rental assistance program that assists extremely low and low-income individuals and families rent safe, decent, and affordable dwelling units in the private rental market.	Daily	Yes	Yes
Section 811 Project Rental Assistance Demonstration	DCA uses the HUD 811 Project Rental Assistance grant to increase the number of housing units available to individuals with a disability who are extremely low-income and between the ages of 18-61.	Daily	Yes	Yes

US Treasury Program: Georgia Rental Assistance Program	An emergency relief program for tenants and landlords impacted by the pandemic, resulting in past due rents and rental housing costs.	Daily	Yes	Yes
US Treasury Program: Georgia Mortgage Assistance Program	A Covid-relief program for homeowners who are unable to pay their mortgages due to a COVID-related impediment.	Daily	Yes	Yes

Factor 4: Resources Available to DCA and Costs of Providing LEP Services

DCA takes all reasonable steps to ensure Meaningful Access for LEP persons to DCA programs and activities. The availability of resources, however, may limit the provision of language services in some instances. “Reasonable steps” may cease to be reasonable when the costs imposed substantially exceed the benefits. DCA’s LAP balances the needs of the LEP community with the funding resources available.

DCA has identified those vital documents for each DCA-operated, federally funded program that directly faces LEP individuals and for which a delay in service provision might significantly, negatively impact the wellness of any individual that program serves. DCA has prioritized those documents for which either the following statements are true, according to direct program contacts: 1) Without this document, an individual could not access the program; 2) This document allows access to a major activity within the program. In addition to any vital documents, DCA will also disseminate federally provided fair housing documents and brochures to clients, whenever applicable.

The table below lists these vital documents by program, as well as the languages into which the documents will be translated. As the coverage area of each program listed below includes counties in which more than 1,000 LEP individuals live who speak Spanish, Chinese, Korean and/or Vietnamese, all vital documents must be translated into these four focus languages. This table also lists the timetable for translation as the number of days following HUD’s approval of this Plan.

Table 5. Identification of Vital Documents and Translation Strategy

Program	Vital documents	Language(s) into which document(s) will be translated
Section 8 Housing Choice Voucher Program (Rental)	Pre-Application	Spanish, Vietnamese, Chinese, Korean,

Assistance)	Application	Spanish, Vietnamese	Chinese,	Korean,
	Lead Warning Statement (Contract Attachment)	Spanish, Vietnamese	Chinese,	Korean,
	Federally provided vital documents: <ul style="list-style-type: none"> • "Protect Your Family from Lead in Your Home" • "A Good Place to Live" booklet • "Fair Housing: Equal Opportunity for All" • HUD 52641-A Tenancy Addendum • Housing Assistance Payment Contract • Voucher • Request for Tenancy Approval • HUD- 52675 Debts Owed to Public Housing Agencies and Termination 	All federal documents, with the exception of "Protect Your Family from Lead in Your Home" and HUD-52675 Debts Owed, are already translated into Chinese, Spanish, Vietnamese, and Korean.		
		Under the Lead Disclosure Rule, sellers and landlords must "give an EPA-approved information pamphlet on identifying and controlling lead- based paint hazards ("Protect Your Family from Lead in your Home," currently available in Spanish, Vietnamese, Russian, Arabic and Somali)." DCA will request EPA assistance in translating this information pamphlet. DCA will also work with HUD to locate additional translations of form HUD-52675.		
Section 811 Project Rental Assistance Demonstration	HUD 811 Tenant Information Booklet	Spanish, Vietnamese	Chinese,	Korean,
	HUD 811 Property Inventory	Spanish, Vietnamese	Chinese,	Korean,
	Tenant Eligibility Criteria	Spanish, Vietnamese	Chinese,	Korean,
	HUD Income Charts	Spanish, Vietnamese	Chinese,	Korean,
	HUD 811 Wait List Referral Form & Authorization to Release Information	Spanish, Vietnamese	Chinese,	Korean,
US. Treasury Programs:	Application	Document currently exists in Spanish		

Activities aimed at ensuring Meaningful Access to the LEP population will be incorporated and funded across all of the DCA programs outlined in DCA's Action Plans as well as the new programs outlined in the VCA.

At this time, each program area will independently fund language access services from its own allocated funding. If resources limit the provision of services already laid out in this document, DCA will keep record of both the service requested and financial reasoning for the limitation.

Section 8: STAFF TRAINING ON LEP NEEDS AND LAP

DCA has undertaken or will undertake the following tasks in order to ensure Meaningful Access to federally funded services, programs, and activities to DHH and LEP individuals. These tasks are predominantly focused on addressing the needs of DHH and LEP individuals accessing DCA-administered housing assistance and other programs.

DCA LAP Coordinator

DCA has designated the responsibilities of LAP coordination to the Office of General Counsel. As the LAP Coordinator, the DCA OGC will be the primary point of contact responsible for the implementation of the LAP across all federally funded programs. These language assistance programs include but are not limited to: provision of language assistance services, training programs, outreach activities, support for programs translating vital documents, and review of data collected on individuals needing LEP assistance. The DCA LAP Coordinator's contact information is listed below:

Christy Lovett, DCA Associate General Counsel
christy.lovett@dca.ga.gov.

Training Staff as Resources

Mandatory training on LEP awareness and current protocols will every year in April during Fair Housing Month. The goal of this mandatory training will be to provide an overview of the state and federal regulations regarding language access and explain DCA language access procedures.

DCA will develop two mandatory training courses for LAP and DHH/LEP issues: Basic LAP-DHH/LAP and Advanced LAP-DHH/LEP. DCA staff who do not frequently encounter the public will receive only the Basic LAP-DHH/LEP training online. DCA staff who frequently interact with the public as well as Division and program POCs will receive Advanced LAP-DHH/LEP training. The LAP Coordinator will track and maintain a list of required training and training schedules.

- (i) The Basic LAP-DHH/LEP Training will cover an overview of the definition of DHH and LEP persons, overview of the state and federal regulations governing language access, roles and responsibilities of DCA staff, DCA language access procedures, and the LAP complaints/appeals process.
- (ii) The Advanced LAP-DHH/LEP Training will cover an overview of the definition of DHH and LEP persons, overview of state and federal regulations governing language access, basic customer service skills and telephone etiquette, cultural sensitivity, roles and responsibilities

of DCA staff, how to identify the language needs of a DHH and/or LEP individual, use of the “I Speak” card, DCA language access procedures, how to track the use of language services, and the LAP complaints/appeals process.

In addition to creating the LAP-DHH/LEP courses, DCA will also incorporate DHH and LEP awareness and LAP protocol modules in new hire orientation offerings for all new DCA staff, including the online Basic LAP-DHH/LEP Training. Staff will be informed of upcoming trainings with the exact date, time and location of training. All trainings will be overseen by the DCA LAP Coordinator. Upon completion of the training, the trainer will provide a list of the staff in attendance to the DCA LAP Coordinator. Staff completing basic training online will certify that they completed the training.

Section 9: LANGUAGE ASSISTANCE MEASURES

Provision of Language Access Services

All programs with direct contact with the public are responsible for providing written or oral language services. “I Speak” cards are used by all staff who may have direct interaction with LEP individuals to identify language needs and begin the provision of access services. The “I Speak” card used by DCA is included in Appendix 2.

Plan for Providing Interpreters and Translation Services

For oral encounters, program staff have access to three contracted translation service providers that can interpret program information into the applicant’s native language:

- Interpreters Unlimited (In person only – 800-726-9891)
- Language Line Services (Telephonic or recording – 800-752-6096)
- LATN, Inc. (In-person or telephonic – 800-943-5286)

The program applicant will identify him/herself as an LEP individual. By way of this designation, public-facing program staff are instructed to call a toll-free number and assist applicants with the help of the telephone operator and interpreters available through this service.

For all focus languages, a state-contracted entity provides written translation services on demand for DCA and its Sub-Recipient partners. The contact information of the approved contractor is provided to all Sub-Recipient agencies and updated as needed. DCA will partner with organizations to develop additional translating resources for written materials and maintain a list of such organizations available to all Divisions.

Plan for Providing Language Access Services to Meeting Participants and Attendees

DCA and Sub-Recipients will leverage the contracted translation services to provide language access services as needed for all meetings related to program eligibility determinations. DCA is committed to providing interpreters for large, medium, small, and one-on-one DCA meetings with any DHH and/or LEP individuals or organizational representatives as needed and as appropriate.

DCA will include a statement in its meeting notices indicating that 1) DCA is prepared to provide appropriate language services for DHH and LEP individuals; 2) requesting that the respondent identify any language services needed within a specified period of time, including which language(s) such services are required; and 3) closed captioning services are available for all virtual meeting attendees and instructions on how to access the service.

DCA's ability to provide an in-person interpreter upon request is limited by available resources and the scheduling availability of the translation service(s). Regardless of the number of meeting attendees, language access services will be made available upon request with advance notice of ten (10) days.

Plan for Translating Informational Materials Detailing Provided Services and Activities

DCA will ensure that all important documents—whether “vital” or relating to public engagement—are translated into the relevant languages.

Translation of Vital Documents

Those programs identified in step three of the Four-Factor Analysis (in which LEP individuals may directly interact with DCA programs or staff) are prioritized in the translation of vital documents, identified in step four. Classification of a document as “vital” depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered “vital” is left to the discretion of individual Divisions and programs at DCA, which are in the best position to evaluate their circumstances and services within their language access planning materials. While guided by HUD's definition of “vital” documents, each Division and program exercises its discretion in creating a process for identifying and prioritizing vital documents or texts to translate. Divisions and programs also ensure that all translations are completed by qualified translators.

Documents that may be considered “vital” may include, but are not limited to:

- Administrative release or waiver forms;
- Application forms;
- Complaint/Appeals forms;
- Public outreach or educational materials (including web-based material);
- Any forms or written material related to individual rights; and
- Any other document for which either the following statements are true, according to direct program contacts: 1) Without this document, an individual could not access the program; 2) This document allows access to a major activity within the program.

Translation of all written materials requesting input and participation from the public is addressed in the following section.

Under most circumstances, materials primarily directed to developers, local governments, non-profits, lenders, or other professionals will not be considered “vital” for these purposes. Recognizing that preparing translations can be a resource- and time-intensive process, Divisions and programs are encouraged to seek stakeholder input in determining which documents should be prioritized for translation. Divisions and

programs are also encouraged to pursue resource- sharing and cost-saving initiatives across DCA when translating documents. Ultimately, DCA will assess the considerations in this Plan, including the Four-Factor Analysis, and make decisions within agency discretion and consistent with component language access plans as to how to provide Meaningful Access to written texts.

Translation of Notices, Public Hearings, and Citizen Participation Periods

All written materials requesting input and participation from the public for any HUD-funded activity will be translated into Spanish. These documents will also be made available in the other three focus languages upon request. This includes materials distributed during Citizen Participation periods when Substantial Action Plan Amendments are being considered. A "language disclaimer" in the three remaining focus languages, where applicable, will be included at the bottom of all printed materials intended for public outreach.

Notices of public hearings will be translated into Spanish and made available in the other three focus languages upon request. Notices of public hearings will also indicate that interpreters in any one of the four focus languages can be made available upon request to attend the public hearings to provide interpretation services to attendees. This includes public hearings about HUD-funded programs as well as public hearings regarding Substantial Action Plan Amendments.

DCA will monitor Sub-Recipients' compliance of this task through its monitoring of all Sub-Recipient responsibilities under Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, 65 Fed. Reg. 50,121 (Aug. 16, 2000).

Section 10: SUB-RECIPIENT OVERSIGHT AND MONITORING

The programs identified in Table 7 below represent the federally funded programs for which DCA awards or sub-grants funds to Sub-Recipients. The following sections lay out the oversight and monitoring for those Sub-Recipient delineated as Sub-Recipient Type IIs of DCA programs, such as a local government participating in the CDBG program. For programs delineated as working through a Sub-Recipient Type I, such as a housing developer or housing counseling agency, DCA will include specific requirements for Sub-Recipient outreach and Meaningful Access measure in the program-level policies for those programs.

Table 6. Federally Funded DCA Sub-Recipient Programs and Services

Category	Federally Funded Programs
Sub-Recipient Type I	Georgia Commission for Service and Volunteerism/AmeriCorps
Sub-Recipient Type I	HOME Multifamily Affordable Housing Development
Sub-Recipient Type I	HUD Housing Counseling Program
Sub-Recipient Type I	NFMC Foreclosure Counseling Program
Sub-Recipient Type I	National Housing Trust Fund
Sub-Recipient Type II	Appalachian Regional Commission
Sub-Recipient Type II	Continuum of Care Program
Sub-Recipient Type II	Emergency Solutions Grant (Homeless Program)
Sub-Recipient Type II	Housing Opportunities for People with AIDS (HOPWA)
Sub-Recipient Type II	Permanent Supportive Housing (PSH)
Sub-Recipient Type II	Community Development Block Grant

Sub-Recipient Type II	Community HOME Investment Program (CHIP)
Sub-Recipient Type II	Neighborhood Stabilization Program (NSP)

Guidance and Technical Assistance for Sub-Recipient Type IIs

DCA will develop guidance and technical assistance, including webinar training, in providing language access services for Sub-Recipient grant administrators. This training will cover components of a meaningful LAP, LAP file review, LAP reporting requirements, and the LAP complaints/appeals process.

Sub-Recipient Type II Language Access Plans

DCA will provide a sample LAP for Sub-Recipient Type IIs of federally funded programs.

Sub-Recipient Type II Notice

DCA staff will provide information about language assistance planning requirements to Sub-Recipient Type IIs in all phases of the grant process including:

- Notices of funding availability (NOFAs)
- Grant application webinars and workshops
- Grant contracts
- Post award training
- Grant close out monitoring

Sub-Recipient Type II Training

DCA staff will provide Language Access Plan training to Sub-Recipient Type IIs as part of the pre-application and post award webinars and workshops. Training topics will include:

- General information about Language Access Plans
- How to perform the four-factor analysis
- How to provide Meaningful Access to programs and activities
- Technical assistance for translation and interpretation services
- How to maintain records for close out monitoring

Sub-Recipient Type II Technical Assistance

DCA staff will provide ongoing technical assistance to Sub-Recipients to ensure compliance with the LAP requirements. Technical assistance will include informational webinars posted to the DCA website about LAP requirements, review of Sub-Recipients plans and Four-Factor Analyses to determine if they meet HUD standards, and access to resources for translation and interpretation services.

Sub-Recipient Type II Monitoring

DCA will monitor Sub-Recipient Type IIs to ensure that they have completed policies in line with the sample LAP and related guidance materials and are taking reasonable steps to provide Meaningful Access to DHH and LEP persons.

DCA intends to meet its responsibilities to ensure Sub-Recipient Type II compliance with Title VI and the Title VI regulations through the process of Sub-Recipient Type II monitoring, provision of technical assistance, and referral of complaints to HUD for further investigation. DCA will include as part of a regular Sub-Recipient Type II project monitoring, an evaluation of a Sub-Recipient Type II's compliance with LEP requirements.

This will include the following:

- 1) Determining whether the Sub-Recipient Type II has identified a LEP contact person;
- 2) Determining whether the Sub-Recipient Type II completed a Four-Factor Analysis;
- 3) Determining whether the Sub-Recipient Type II has a LAP;
- 4) Determining whether and how DHH and LEP persons are being provided Meaningful Access to programs and activities; and
- 5) Whether the Sub-Recipient Type II is maintaining records regarding their efforts to comply with Title VI LEP obligations.

DCA will inform a Sub-Recipient Type II of any findings of compliance or noncompliance in writing. DCA will attempt to resolve the findings by informal means such as seeking corrective action within thirty (30) days. If DCA determines that compliance cannot be secured by voluntary means, DCA may require repayment of Sub-Recipient Type II funding received, refer the matter to HUD, or use any other appropriate enforcement mechanism.

Section 11: LEP OUTREACH

Outreach and Notice to LEP Individuals

DCA shall maintain notices on its website of the availability of translation and interpretation services. DCA regional staff will also provide information relating to DCA's translation and interpretative services to industry partners. Staff who use email messaging services to keep participants informed of available resources will add a link to DCA's website which will contain information related to the availability of interpretative services offered by DCA and will inform DHH and LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. DCA will monitor, maintain, and update LEP requirements as required by HUD at least annually and/or as changes occur. The LAP plan will be provided to any person or agency requesting a copy.

DCA is in the process of updating the Agency website. As part of this update, DCA will provide a clear, targeted link for LEP individuals to access the DCA fair housing page, where translated notices, program descriptions, fair housing brochures, and Vital Documents will be available.

Georgia Housing Search

DCA continues to sponsor a web-based, housing database that provides detailed information about available rental properties and units and helps people find housing to best fit their needs. The service can be accessed at no cost online 24 hours a day or through a toll-free, bilingual call center at 1-877-428-8844, available M-F, 9:00 am - 8:00 pm EDT. The information contained on the site is available through 103 languages, including those referenced in this plan. The current database is available through <http://www.georgiahousingsearch.org>. At this time, the site lists more than 200,000 properties throughout Georgia.

The fast, easy-to-use free search lets people look for rental housing using a wide variety of criteria and special mapping features. Housing listings display detailed information about each unit. The service also provides links to housing resources and helpful tools for renters such as an affordability calculator, rental checklist, and information about renter rights and responsibilities.

Complaints and Appeals

Any person who believes they have been denied the benefits of this LAP or that DCA has not complied with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 regulations may file a complaint with the DCA LAP Coordinator. The Division or program POC may be the first point of contact for any complaints or appeals, but the DCA LAP Coordinator must be informed of all complaints and appeals. The LAP Coordinator will provide oversight of the complaint/appeal resolution process. To file a complaint, submit the written complaint to:

DCA LAP Coordinator
fairhousing@dca.ga.gov
60 Executive Park South, N.E.
Atlanta, Georgia 30329-2231

A request for an informal review must be made in writing and delivered to DCA either in person or by first class mail, by the close of the business day, no later than 30 calendar days from the date of occurrence resulting in the complaint or appeal. Requests for an informal review may also be made electronically by sending an email to the DCA LAP Coordinator at fairhousing@dca.ga.gov. DCA will schedule and send written notice of the informal review within 30 calendar days of receipt of the appeal or complaint.

If the informal review will be conducted remotely, at the time DCA notifies of the informal review, the complainant will be informed regarding the processes to conduct a remote informal review. If the complainant or any individual witness has any technological, resource, or accessibility barriers preventing them from fully accessing the remote informal review, the complainant may inform DCA and DCA will assist the complainant in either resolving the issues or allow the individual to participate in an in-person informal review, as appropriate.

In addition, DCA will conduct an informal review remotely upon request of the complainant as a reasonable accommodation for a person with a disability as defined by the ADA. If a complainant does not have childcare or transportation that would enable them to attend the informal review, or if the complainant believes an in-

person informal review would create an undue health risk. DCA will consider other reasonable requests for a remote informal review on a case-by-case basis.

DCA will notify the complainant of the final decision, including a statement explaining the reason(s) for the decision. The notice will be mailed within 10 business days of the informal review, to the complainant and/or representative, if any, along with proof of mailing. A copy of the recommended Complaint Form is attached as Appendix 3.

Additional Outreach

Additional Outreach for Partnerships in LEP Communities

DCA will leverage existing relationships with community organizations including faith-based service groups, community associations, and service nonprofits to notify LEP individuals of DCA's language access services. Potential partners include, but are not limited to, Latin American Associations, Community Development Centers and Regional Commissions. The LAP Coordinator will maintain this list of partners. DCA also anticipates that community partnerships will be shared with Sub-Recipients and Local Governments to coordinate language access services in their jurisdictions/areas.

Additional Outreach in Cities Exceeding Threshold for Written Translations

For the two cities that exceed the threshold for written document translation, Berkeley Lake, and Clarkston, DCA will undertake targeted outreach to ensure access for LEP individuals in those areas. DCA will pursue agreements, such as a memorandum of understanding (MOU), with local service providers and other organizations that can assist in marketing DCA programs and facilitate in providing language access services. DCA will provide outreach materials translated into prevalent languages in each area and will work with the local partners to identify any need for further translation of written documents or other forms of translation that can achieve an equal level of language access. As the population groups in these areas are small compared to the entire state, DCA believes that this more focused approach will provide better, more reasonable language access.

Section 12: MONITORING, EVALUATING AND UPDATING THE LAP

For our language access program to continue to be effective, DCA will periodically monitor, evaluate, and update the plan, policies and procedures. The DCA LAP Coordinator will be responsible for monitoring, evaluating, and updating the LAP. Every five (5) years, the LAP will be updated to reflect any change in the plan, as needed. DCA will annually review the U.S. Census Bureau's American Community Survey (ACS) to assess the population of Limited English Proficient residents within the state of Georgia and update the LAP, as necessary. DCA will continue to conduct the Four-Factor Analysis every five years. As part of this monitoring and evaluation effort, DCA will review procedures for providing language access services, existing training programs, outreach activities, the Language Bank, and the language access data to periodically update the language access program. The DCA LAP Coordinator is responsible for evaluating, and updating the language access plan, as well as coordinating monitoring for CDBG, the 811 program, Continuum of Care Program (including Shelter Plus Care), HOPWA and ESG programs. This LAP is a living document that, through monitoring and evaluation, may be updated as the needs of the LEP

population and the demands on DCA to service this population evolve.

DCA will have in place processes to regularly identify and assess what the LAP is providing to our current customers as well as potential customers and how we can better meet their needs. Monitoring and evaluating the LAP will include:

- Tracking and assessing DCA's interactions with LEP individuals
- Soliciting feedback from community-based organizations about the effectiveness and performance in ensuring Meaningful Access to our LEP customers.
- Maintaining current community demographics and needs by engaging with local resources who can assist with demographic changes.
- Monitoring DCA's response rate to complaints and/or suggestions offered by LEP individuals and employees regarding the language assistance services provided.
- Considering new resources, including funding, collaborations with other agencies, human resources, emerging technologies and other mechanisms for ensuring improved access for LEP individuals.
- Reviewing and evaluating the translation invoices from the language services to determine if translation requests are made for languages other than Spanish, Chinese, Korean or Vietnamese, numbering more than 5% of the eligible population.
- Tracking categorized language interpretations requested of staff interpreters.
- Maintaining digital folders, organized by language for all vital documents in SharePoint.

Creating a record of language assistance services can help inform programs whether there should be changes to the quantity or type of language assistance services. The monitoring and review of current policies and the types of language assistance services provided should occur on an annual basis.

Sub-Recipients will be required to comply with LEP obligations as a condition of award. DCA will monitor all Sub-Recipients for LEP compliance, including:

1. Sub-Recipient Acknowledgement Statement

Sub-Recipients will be required to acknowledge LAP obligations at application as a condition of award. Applicants for federal funds through DCA must include an executed statement acknowledging their LAP obligations with their applications. This statement must include the applicant's agreement to provide a LAP to DCA within sixty (60) days of notification of award and agreement to provide evidence of compliance with the locally adopted LAP to DCA during on-site and file review monitoring activities. Applicants who fail to execute and submit a LAP acknowledgement may be deemed ineligible for the award.

2. Submission of a Language Access Plan (LAP)

Sub-Recipients I will be required to comply with DCA's LAP. Sub-Recipients II will be required to submit a locally adopted LAP, including the four-factor analysis conducted for the project/program area.

DCA will provide this LAP to all Sub-Recipients I and monitor compliance with the LAP in accordance with regularly scheduled performance monitoring. Any Sub-Recipient I found to be out of compliance with DCA's LAP, will be provided immediate instructions to cure the non-compliance. If the Sub-Recipient I does not cure the non-compliance or continues to have repeated instances of non-compliance, DCA may impose a range of penalties, including, but not limited to, required additional LAP training to the Sub-Recipient I and discontinuance of current or future work with the Sub-Recipient I.

The Sub-Recipient II's LAP must include:

- The name of the individual responsible for coordination of LEP compliance;
- LEP training plan for all staff involved in programs and activities on LEP requirements;
- Languages identified from the Four-Factor Analysis;
- Schedule for translating and disseminating vital documents;
- Policy for Updating the Four-Factor Analysis and the LAP.

All Sub-Recipients will be required to meet the basic criteria, to include, but not limited to:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the Agency or its federally funded programs;
- The frequency with which LEP persons come into contact with the Agency's programs;
- The nature and importance of the programs, activities, or services to people's lives;
- Provide the resources available to execute the programs and the costs of providing the LEP services; and
- Any additional factors to be considered on a case-by-case basis.

DCA program staff will monitor Sub-Recipients II for compliance with the submitted LAP during monitoring events performed in association with the award. DCA program staff will document findings in the monitoring file and report any non-compliance to the DCA VCA Coordinator.

Sub-Recipients who have documented non-compliance with the LAP will be provided a plan to remedy the

non-compliance or to reduce the likelihood of future recurrence of non-compliance. Any Sub-Recipient II who remains in non-compliance after thirty (30) days by violating the compliance agreement may incur a range of penalties, including, but not limited to, required, additional LAP training and ineligibility for continued or future funding.

APPENDICES

Appendix 1: “I Speak” Card

Europe	
70 Albanian Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip 🗣️
72 Armenian Յոց ամերիկայի մեկ լեզուն էր իսուխը՝ հրաբուրի թարգմանիչն իր կանչիլ ամսը.	Հայերեն 🗣️
136 Basque Zeure izkuntza atzamarragako erakutzi. Euzkeratzaile bateri deituko deusagu.	Euzkera 🗣️
69 Bulgarian Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език 🗣️
132 Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català 🗣️
67 Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski 🗣️
63 Czech Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	Česky 🗣️
55 Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk 🗣️
56 Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands 🗣️
77 Estonian Näidake oma emakeelele. Me muretseme teile tõlgi.	Besti Keel 🗣️
52 Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan autamaan teitä.	Suomi 🗣️
58 French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français 🗣️
57 German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch 🗣️
71 Greek Δείξτε ποιά γλώσσα μιλάτε και θα πληρεί ένας διερμηνέας.	Ελληνικά 🗣️
65 Hungarian Válassza ki az ön által beszélt nyelvet. Kapszoljuk a tolmácsot.	Magyar 🗣️
135 Icelandic Bentu á þitt tungumál. Það verður hirngi í tólk.	Íslenska 🗣️
59 Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano 🗣️
75 Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba 🗣️
68 Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski 🗣️
54 Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk 🗣️
62 Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski 🗣️
61 Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português 🗣️
66 Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește 🗣️
78 Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык 🗣️
148 Serbian Molim Vas, pokažite nam Vaš jezik. Zvaćemo tumača za Vas.	Српски 🗣️
64 Slovak Ukážte na vašu reč. Zavoláme tlumočnicka.	Slovensky 🗣️
60 Spanish Señale su idioma. Se llamará a un intérprete.	Español 🗣️
53 Swedish Peka ut ditt språk. En tolk kommer att tillkallas.	Svenska 🗣️
76 Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова 🗣️
135 Yiddish ווייזט אן וועס אקלינגען אן איבערזעצער. מע וועט אקלינגען אן איבערזעצער.	ייִדיש 🗣️



Language Identification Card

As a Language Line Services customer you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face-to-face situation, to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

- To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language says: "Point to your language. An Interpreter will be called."

Sample:

00 **English** English 🗣️
Point to your language.
An Interpreter will be called.

- Refer to your Quick Reference Guide (QRG) to access an interpreter through Language Line Services. In most cases, an interpreter is available within seconds.
- If you are unable to identify the language, our representative will help you.

Please note: Listing of languages within this card does not guarantee availability of interpreters in these languages. Language Line Services interpreters from English into more than 140 languages, only the most requested languages are listed here. This list is subject to change based upon demand.

©11/15 2001 - For more information about our services, from North America call 1-800-757-4196, option 1. Language Line Services, One Lower Ridge Side Drive, Norcross, GA 30094

Pacific Islands

120 Akalan Ituro mo ro atong hambae. Magtawag kami et mag-interpretre.	Akalanon 🗣️
127 Fijian Dusini na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti 🗣️
115 Ilocano Itudom iti saom. Umayab kam iti interpretre.	Ilokano 🗣️
50 Indonesian Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia 🗣️
51 Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia 🗣️
126 Samoan Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa 🗣️
117 Tagalog Pakitiro mo nga ang iyong wika. Magpapatawag ako ng interpretre.	Tagalog 🗣️
128 Tongan Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatomulea.	Tonga 🗣️

North America, South America, and Caribbean

58 French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français 🗣️
129 Haitian Creole Montre lang ou-a. Yap voye chèchè yon entèprèt.	Kreyòl Ayisyen 🗣️
141 Navajo Saad béé honisínígíí nílá' bée bik'ídiłnííh. Ata' hahnéé la' nábičhí'í hodoonih.	Diné 🗣️
61 Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português 🗣️
60 Spanish Señale su idioma. Se llamará a un intérprete.	Español 🗣️

India, Pakistan, and Southwest Asia

- 84 **Bengali** বাংলা
আপনি কোন ভাষায় কথা বলেন - জানান।
আপনার সেবার জন্য একজন অনুবাদক আনবেন।
- 85 **Bhojpuri** भोजपुरी
किसके भाषामें आपका काम है?
किससे एक अनुवादक आनवें।
- 85 **Gujarati** ગુજરાતી
તમારી ભાષા કઈ ભાષાથી બનેલી?
તમારું ખાતે આખાં તેજ દરજાદા ખોલાવી આપાણે.
- 82 **Hindi** हिन्दी
अपनी भाषा इशारे से दिखाइए।
आपके लिए अनुवादक बुलाया जाएगा।
- 88 **Malayalam** മലയാളം
നിങ്ങളുടെ ഭാഷയിൽ എന്താണ് നിങ്ങളുടെ കാര്യം?
ഒരു അനുഭവദാനം അനുവദിക്കണം.
- 81 **Nepali** नेपाली
आपको भाषा कितानो बोल्छ?
तपाईंको भाषा बोल्ने व्यक्ति बोलाउनु छ।
- 80 **Punjabi** ਪੰਜਾਬੀ
ਮੁਠੀ ਥੋੜੀ ਦਿਸਾਓ ਕਾਲ ਦਸੀ।
ਕੁਠਾਏ ਖਾਣੇ ਤੋਂ ਪੰਜਾਬੀ ਥੋੜੀ ਟਕਾ ਖੁਸ਼ਦਿਲ ਨਾਖੋਰਾ।
- 89 **Sinhalese** සිංහල
ඔබේ කතම වෙලාවේ කෙරෙන්න.
සිංහල කතම කෙරෙන්න කොටුව.
- 157 **Tamil** தமிழ்
எனது பேச்சுமொழி என்ன? என்ன வேலை?
ஒரு அனுபவதானம் அனுமதிக்க வேண்டும்.
- 79 **Urdu** اُردو
آپ کون سی زبان میں بات کرنا پسند کریں گی؟
آپ کی مدد کرنے ابھی کی ترجمان کو بلا جائے گا.

Africa

- 27 **Amharic** አማርኛ
የሰዓይዳዎ የሞከሩት
ስተረጎም ማግኘት
- 90 **Arabic** اللغة العربية
أشرفي لغتك
وستنادي المترجم حالاً.
- 19 **Bambara** Bamanankan
I bolo da i fakan kan.
An benna kuma yelemabaga do wele.
- 58 **French** Français
Montrez-nous quelle langue vous parlez.
Nous vous fournissons un/e interprète.
- 22 **Hausa** Hausa
Nuna yarenka/yarenki.
A à kirá tafintá.
- 59 **Italian** Italiano
Faccia vedere qual è la sua lingua.
Un interprete sarà chiamato.
- 61 **Portuguese** Português
Aponte seu idioma.
Providenciaremos um intérprete.
- 141 **Portuguese Creole** Cabo Verdiano
Ponta pa bu lingua.
Un intrepeto ta ser chamado.
- 142 **Somali** Afsomali
Tilmaan afka aad ku hadasho.
Tarjumaan ayaan la wacayaaye.
- 26 **Swahili** Kiswahili
Onyesha lugha yako.
Tutumwita mtu atakayekufasiria.
- 28 **Tigrinya** ተገርኛ
የብዳላይት ሞከሩት
ተረጎም ማግኘት
- 20 **Wolof** Wolof
Wan ñu sa lakk.
Negal dinañu la wutal ab tekkikak.
- 21 **Yoruba** Yorùbá
Tólka sí èdè rẹ.
À ó pe ògbifó wà.

Middle East

- 90 **Arabic** اللغة العربية
أشرفي لغتك
وستنادي المترجم حالاً.
- 72 **Armenian** Հայերեն
Յոյց արտեր որք մէկ լեզուի կը խօսիք?
դրանցով թարգմանիչը մը կ'անջնի արտեր.
- 139 **Assyrian** ܐܣܘܪܝܐ
ܬܘܨܘܢܝܘܬܝܢܝܐ
- 111 **Dari** دری
شما یک کدام زبان گو میزنید؟
یک ترجمان میاورد.
- 107 **Farsi** فارسی
برای من که صحبت میکنید نشان دهید.
برای شما مترجم میآوریم.
- 106 **Hebrew** עברית
הצבע על השפה שלך
נקרא למתרגם מיד.
- 140 **Kurdish** کوردی
زمانی خۆت دەدەستیان بکە
تەرجومانیکت بۆ بانگ دە که پەندە سفر تەقەنۆن
- 110 **Pashto** پښتو
خپله ژبه وپيښه.
ژرېه ترجمان در سره خبرې وکړي.
- 112 **Turkish** Türkçe
Kendi anadilinizi gösterin.
Size bir tercüman çağırıyoruz.

Asia

- China** 請指認您的語言 以便為您翻譯
请指认您的语言 以便为您翻译
- 31 **Cantonese** 廣東話 广东话
- 38 **Chaochow** 潮州話 潮州话
- 32 **Fukienese** 福建話 福建话
- 35 **Mandarin** 國語 国语
- 37 **Shanghai** 上海話 上海话
- 33 **Taiwanese** 台灣話 台湾话
- 36 **Toishanese** 台山話 台山话

Asia

- 42 **Burmese** မြန်မာစကား
ခင်ရာဇ်က ဘာ သဘော ကို တောင်းဆို ကို ပြ သိ။
စကား ပြန် ခေါ် ပေးပါ။
- 68 **Cambodian** ភាសាខ្មែរ
តើអ្នកនិយាយភាសាអ្វី?
- 46 **Hmong** Hmoob
Thov taw tes rau koj yam lus.
Peb yuav hu ib tug neeg txhais lus rau koj.
- 50 **Indonesian** Bahasa Indonesia
Tunjukkan bahasamu.
Jurubahasa akan disediakan.
- 40 **Japanese** 日本語
あなたの話す言葉を指さしてください。
通訳を呼びます。
- 41 **Korean** 한국어
당신이 쓰는 말을 지적하세요.
통역관을 불러 드릴게요.
- 45 **Laotian** ພາສາລາວ
ຮຽນພາສາລາວໃຫ້ເຂົາເຈົ້າ
ຜນວາດຮ້າງຮ້າງຕໍ່ຕົນເອງຜນວາດຮ້າງ
- 51 **Malay** Bahasa Malaysia
Tunjukkan yang mana bahasa anda.
Seorang jurubahasa akan diberitahu.
- 45 **Mien** Mienh
Nuqy meih nyei waac mbuox yie liuz.
yie heuc faan waac mienh bun meih oc.
- 47 **Thai** ภาษาไทย
โปรดชี้ภาษาที่ท่านต้องการ
เพื่อขอรับการแปล
- 49 **Vietnamese** Tiếng Việt
Chỉ rõ tiếng bạn nói.
Sẽ có một thông dịch viên nói chuyện với bạn ngay.

Language Line Services also offers Document Translation
For more information contact us:
Phone: 1 888 763-3364 • Fax: 1 800 648-0170
E-mail: translation@languageLine.com
Web: www.LanguageLine.com

Appendix 2: LEP FOUR-FACTOR ANALYSIS

Factor 1: Number or Proportion of LEP Persons in Eligible Service Population

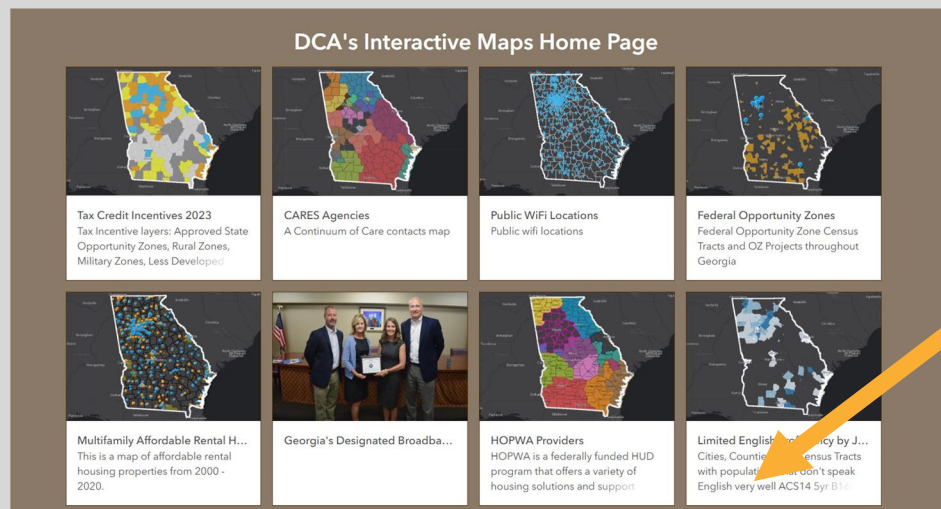
DCA reviewed from the United States Census Bureau's American Community Survey (ACS) 5- year estimates (2016–2020) – Table “B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older” and Table S1601: Language Spoken at Home by county in Georgia. This allowed DCA to see the language proficiency in Georgia for all counties, based on the language groups identified by the U.S. Census Bureau. DCA then applied the HUD safe harbor threshold requirements for written translation (the lesser of 5% when more than 50 persons or 1,000 persons speaking a specified language) to determine the primary language groups of the LEP populations. Using the HUD safe harbor threshold, DCA identified those areas that exceeded the safe harbor thresholds of the area population \1,000 individuals within a geographic area (county in this case). Of the language groups identified by the U.S. Census Bureau, DCA identified 68 counties as containing LEP populations exceeding the HUD safe harbor threshold requirements.

Of the 68 counties identified above, only thirty (30) counties have more than 1,000 individuals who speak language other than Spanish and that do not speak English well.

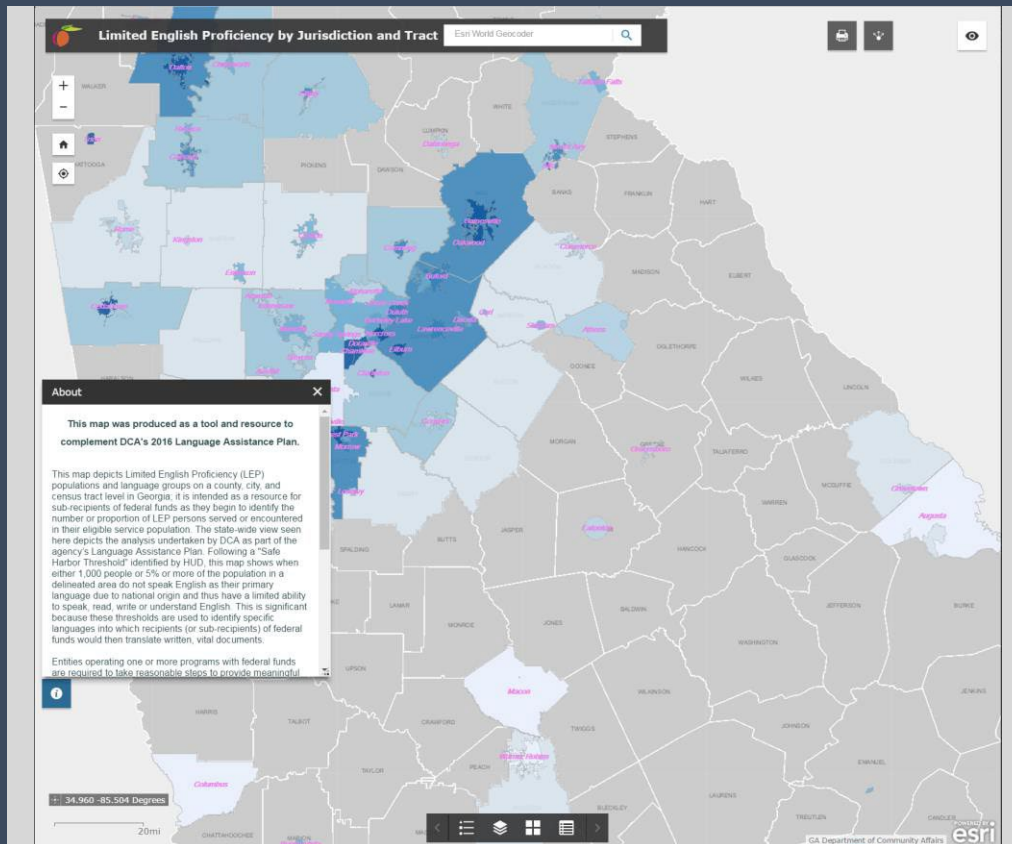
ATTACHMENT(S)

Attachment 1: LEP CENSUS DATA MAPPING TOOL

<https://georgia-dca.maps.arcgis.com/home/index.html>

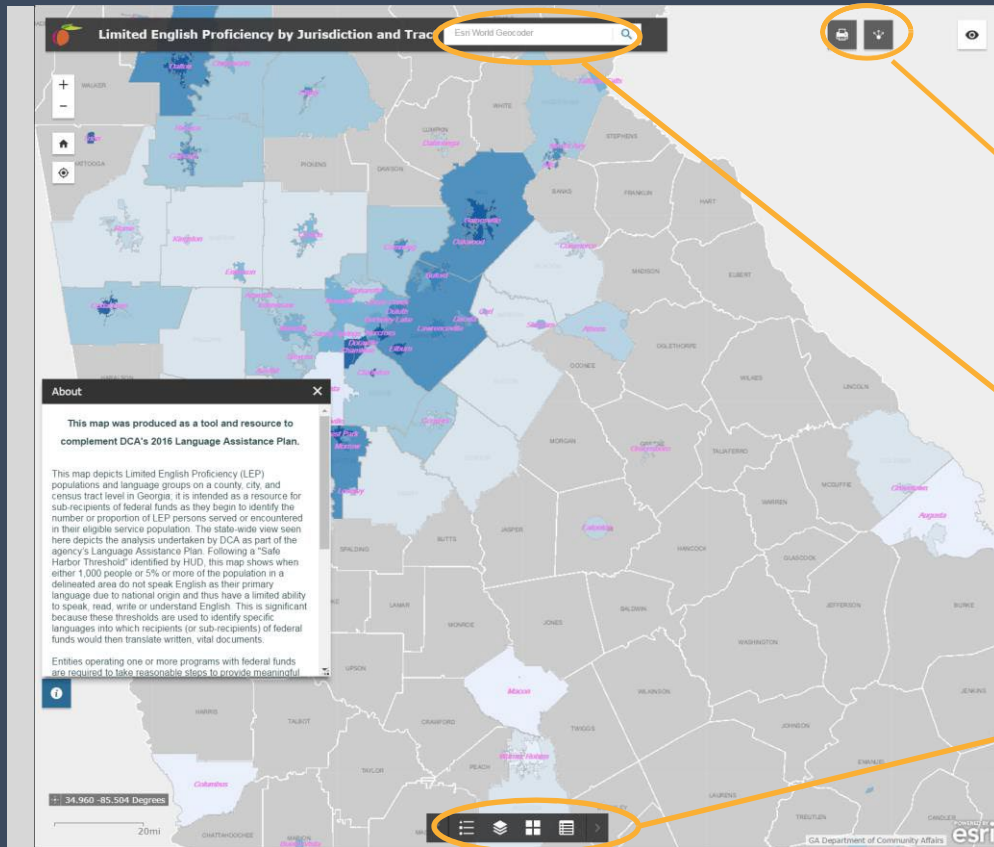


Limited English Proficiency (LEP) by Jurisdiction and Tracts Online Map



This first look is the overall look at the state of Georgia. From this view, you are able to see the counties where LEP people live, as well as the 12 Regional Commissions. By zooming in, you can get a better understanding of the language needs of your county.

<http://arcg.is/2d58qmZ>



Key Features



Print



Share



Esri World Geocoder



Legend



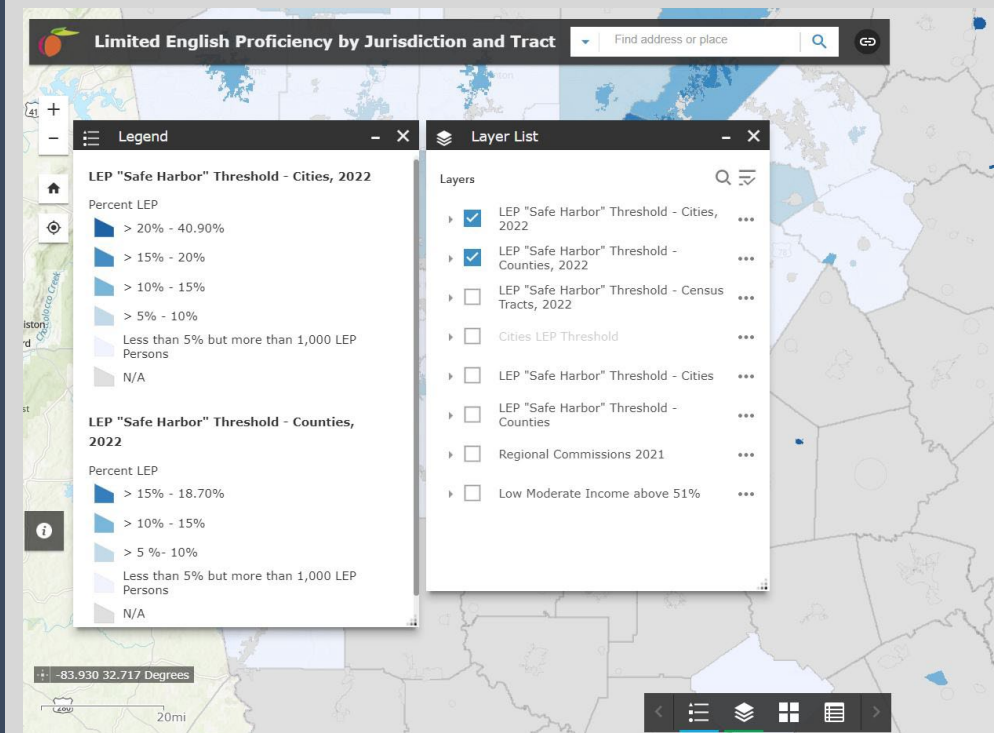
Layer List



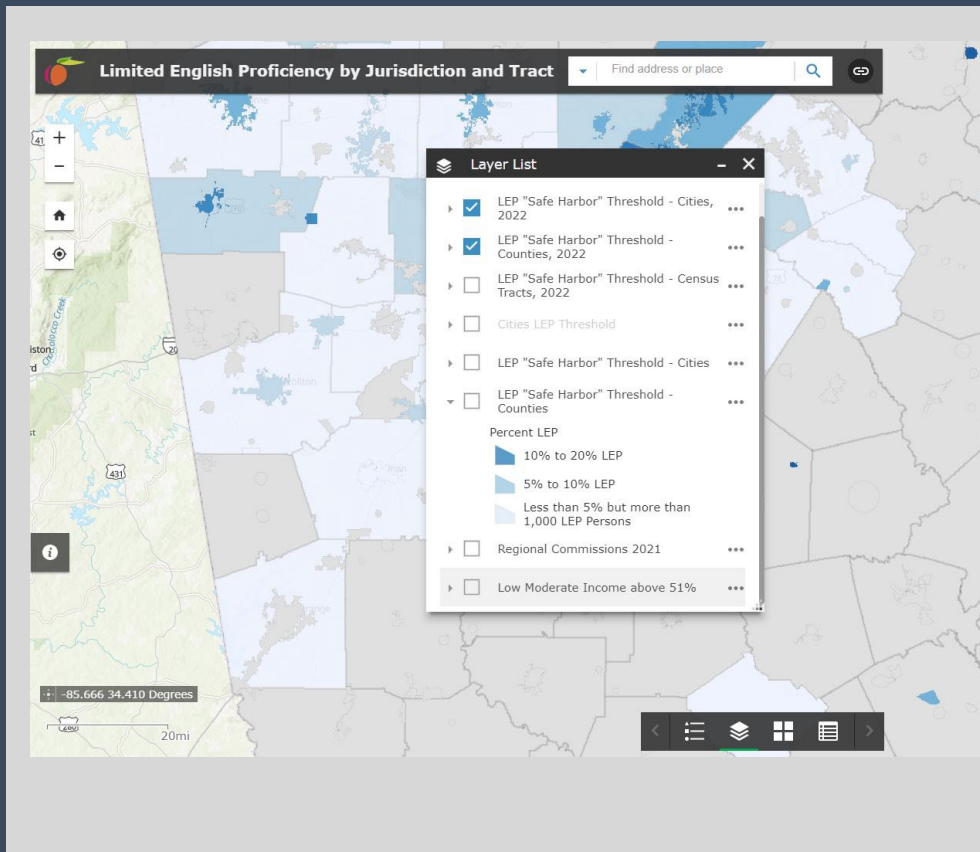
Basemap ...



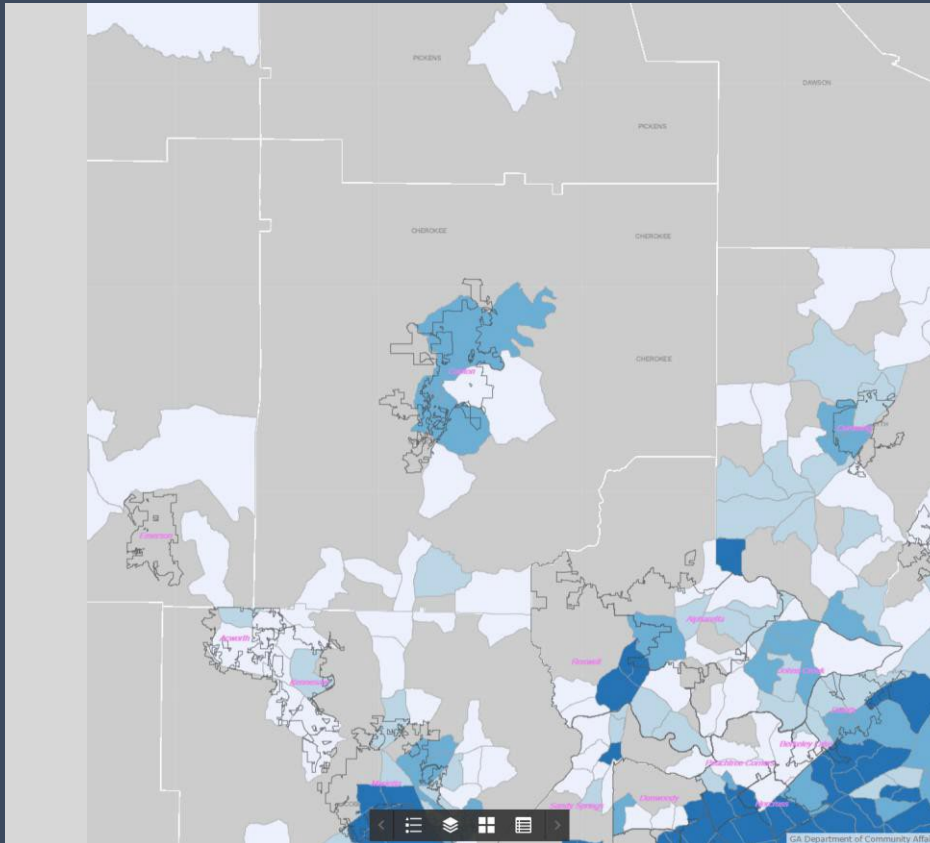
Attributes



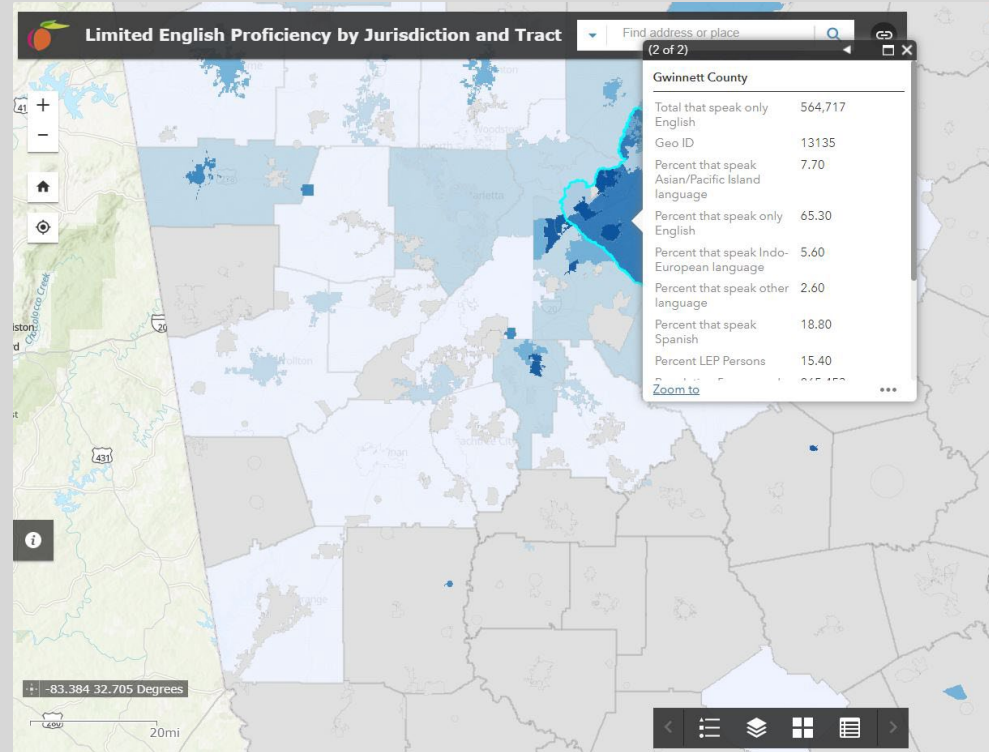
At the bottom of the page, there is the option to view the "Legend" and the "Layer List." The "Safe Harbor" layers can be changed by selecting the Layer List; here you have the option to change the information on the map. These options, or "layers," include the "LEP Thresholds for Cities," "Counties LEP Thresholds" and "Low Moderate Income." The map legend shows the percentage of LEP people in each area. Darker shades of blue denote a higher percent of LEP people, whereas more lightly shaded areas represent a lower percent of LEP people.



This view allows you to select the percentage of LEP people by City or County within Census Tracts. The percent of LEP people speaking Spanish is viewable across the State of Georgia. However, only in Clayton, Fulton, Cobb, Forsyth, Gwinnett, and DeKalb Counties do Vietnamese, Korean, and Chinese languages meet or exceed the HUD Threshold. Outside of these counties, no other Census Tracts contain more than 5% LEP people as a share of their population.

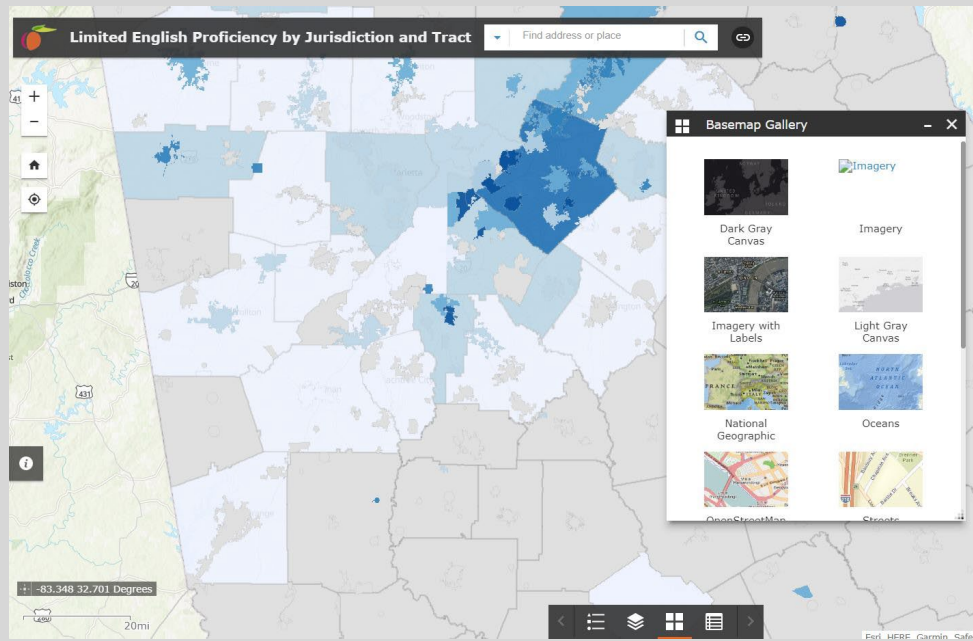



This is a zoomed-in look of a county within Georgia. This view will allow you to see the different concentrations of LEP populations by Census Tract. The “Percent LEP by Census Tract” Layer automatically appears when you zoom in. Cities and Counties appear when you zoom out. Cities in which the LEP population meets or exceeds the “Safe Harbor Threshold” still appear with a dark grey outline when zoomed-in.

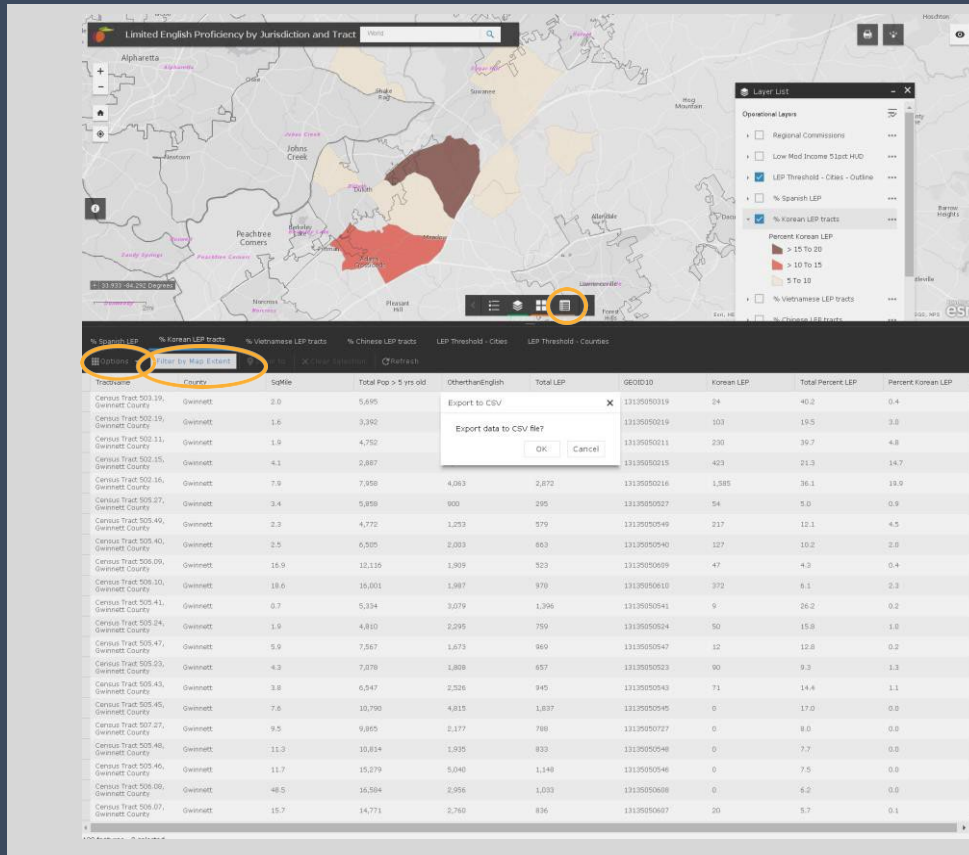


From this view, clicking on any individual Census Tract will open a pop-up box with further details of the given area.

When you click, you are clicking on both the County and the Census Tract. Click on the triangular arrow in the upper right corner of the pop-up box to switch your selection from Census Tract to City and vice versa.



You can change the Basemap and change the transparency of the Layers. Click the  at the bottom of the page.

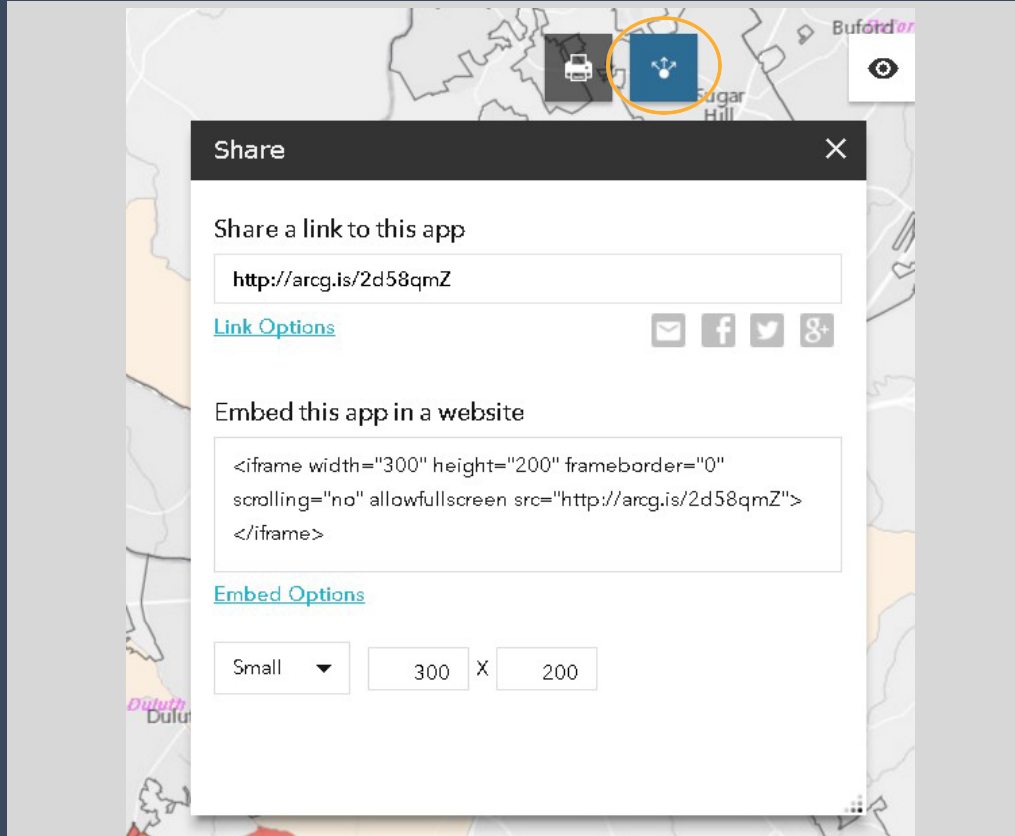


You can access and export all Data Layers here.

You can view the attribute table directly in the map and you can export to a Comma Separated Values (CSV) file.

To do so, click the Attribute Table widget, then click Options and click the option to export all to CSV.

Important! Toggle “Filter by Map Extent” OFF if you want to export everything. If not, it will just export the data in your current view.



Use the Share widget to get a short URL.

Easily share via email, Facebook, Twitter, and Google Plus.

You can also embed the entire map app into a website!

Attachment 2: LANGUAGE ACCESS PLAN COMPLAINT FORM TEMPLATE

The attached complaint form may be submitted electronically or by mail in accordance with the instructions provided on the form. The form is available in English, Spanish, Korean, Simplified/Traditional Chinese, and Vietnamese.

Language Access Services Complaint Form Instructions

Instructions

The Georgia Department of Community Affairs (“DCA”) wants all Georgians, including those who do not speak English well, to have access to available services. If you have a complaint about language access services at DCA, or if you would like to provide feedback about language access services, fill out and turn in this complaint form.

Please keep the following in mind:

- Fill in as much information as you can. You do not have to give your name, but it is helpful to know how to contact you so we can get more information if needed.
- You can use the form to provide comments or suggestions about language access services.
- Language access complaints may be submitted orally or in other written formats. However, use of the DCA form is encouraged to ensure tracking and that DCA has received full information of the complaint.
- Filing a complaint will not negatively affect services you may be eligible to receive through our agency.
- If you are making this complaint on behalf of someone else, fill out the information of the person we should contact about the complaint.
- You can fill out the form and turn it in at the DCA office by hand, postal mail, or e-mail at the following address:

MAILING/HAND DELIVERY:

Georgia Department of Community Affairs
60 Executive Park South, NE
Atlanta, GA 30329
Attn: Fair Housing Coordinator

EMAIL:

fairhousing@dca.ga.gov

**GEORGIA DEPARTMENT OF COMMUNITY AFFAIRS
LANGUAGE ACCESS SERVICES
COMPLAINT FORM**

Fill out this form to complain about language access services at the Georgia Department of Community Affairs. Provide as much detail as possible. You do not have to give your name or contact information if you do not want to, but it will help us investigate your complaint.

If you want to provide other comments and suggestions (not a complaint), fill out Part 2 of this form, under "Give Us Feedback."

Information about Person with Complaint:

Today's date: _____
Name: _____
Telephone: _____
Address: _____
E-mail: _____
Primary language you speak: _____
Primary language you write: _____
Best contact method: mail e-mail phone

If you are assisting in filling out this form, provide your contact information below:

Today's date: _____
Name: _____
Organization: _____
Telephone: _____
Address: _____
E-mail: _____
Primary language you speak: _____
Primary language you write: _____
Best contact method: mail e-mail phone

PART 1. Describe the Complaint

Check and fill out all that apply.

I asked for an interpreter but did not get one.

Tell us when (date), the Department (services requesting), and Office (location) where this happened:

I am not satisfied with the services of the interpreter provided.

Name of the interpreter: _____ Date of interpreter service: _____
Why were you not satisfied with the interpreter services?

Other problem with DCA staff related to language access.

Name of staff person: _____ Date of incident: _____
Describe incident:

The form I need is not in my language.

Give form number, name, or description:

The information I need is not in my language.

Specify what information you need translated:

The translation of the form or information I received has mistakes.

Describe document or information: _____

Describe mistakes:

Other complaint related to language access.

Have you complained to another agency about this problem? Yes No

If Yes, provide the name of the agency: _____

Add any other information that may help us review your complaint:

PART 2. Give Us Feedback

Other comments or suggestions:

You can fill out the form and turn it in by hand, postal mail, or e-mail at the following addresses:

MAILING/HAND DELIVERY:

Georgia Department of Community Affairs
60 Executive Park South, NE
Atlanta, GA 30329
Attn: Fair Housing Coordinator

EMAIL:

fairhousing@dca.ga.gov

Thank you. We will contact you within 60 days of receiving this form.

Servicios de acceso lingüístico Instructivo para el formulario de quejas

Instrucciones

El Departamento de Asuntos Comunitarios de Georgia (DCA, por sus siglas en inglés) desea que todos los habitantes de Georgia, entre ellos, aquellos que no hablan inglés, tengan acceso a los servicios disponibles. Si tiene alguna queja sobre los servicios de acceso lingüístico en el DCA o si quisiera realizar algún comentario sobre estos servicios, complete y entregue este formulario de quejas.

Tenga en cuenta lo siguiente:

- Proporcione toda la información que pueda. No tiene que dar su nombre, pero es útil saber cómo contactarlo para poder obtener más información si es necesario.
- Puede utilizar el formulario para proporcionar comentarios o sugerencias sobre los servicios de acceso lingüístico.
- Las quejas sobre el acceso lingüístico pueden presentarse de forma oral o en otros formatos escritos. Sin embargo, se recomienda el uso del formulario del DCA para garantizar el seguimiento y que el DCA haya recibido la información completa de la queja.
- Presentar una queja no afectará negativamente los servicios que puede recibir a través de nuestra agencia.
- Si presenta una queja en nombre de otra persona, complete con la información de esa persona a la que debemos contactar por la queja.
- Puede completar el formulario y entregarlo en la oficina del DCA de manera presencial, por correo postal o correo electrónico a las siguientes direcciones:

CORREO POSTAL/ENTREGA PRESENCIAL:

Departamento de Asuntos Comunitarios de Georgia
60 Executive Park South, NE
Atlanta, GA 30329
Atn: Coordinación de Vivienda Justa

EMAIL:

fairhousing@dca.ga.gov

DEPARTAMENTO DE ASUNTOS COMUNITARIOS DE GEORGIA
SERVICIOS DE ACCESO LINGÜÍSTICO
FORMULARIO DE QUEJAS

Complete este formulario para presentar una queja sobre los servicios de acceso lingüístico en el Departamento de Asuntos Comunitarios de Georgia. Brinde la mayor cantidad de detalles posibles. No tiene que dar su nombre o información de contacto si no lo desea, pero nos ayudará a investigar su queja.

Si desea proporcionar otros comentarios y sugerencias (no una queja), complete la parte 2 de este formulario en la sección "Nos interesa su opinión."

Información sobre la persona que presenta la queja:

Fecha: _____
Nombre: _____
Teléfono: _____
Dirección: _____
Correo electrónico: _____
Idioma principal que habla: _____
Idioma principal en el que escribe: _____
Forma de contacto preferente: correo correo electrónico teléfono

Si está ayudando a alguien a completar este formulario, proporcione su información de contacto a continuación:

Fecha: _____
Nombre: _____
Organización: _____
Teléfono: _____
Dirección: _____
Correo electrónico: _____
Idioma principal que habla: _____
Idioma principal en el que escribe: _____
Forma de contacto preferente: correo correo electrónico teléfono

PARTE 1. Describa la queja

Marque y complete todas las opciones que correspondan.

Solicité un/a intérprete, pero no obtuve ninguno/a.

Indique cuándo (fecha), el Departamento (solicitud de servicios) y la Oficina (ubicación) donde ocurrió:

No estoy satisfecho con los servicios del/de la intérprete seleccionado/a.

Nombre del/de la intérprete: _____ Fecha del servicio de interpretación: _____

¿Por qué no quedó satisfecho con los servicios de interpretación?

Otro problema con el personal del DCA relacionado con el acceso lingüístico.

Nombre del/de la empleado/a: _____ Fecha del incidente: _____

Describe el incidente:

El formulario que necesito no está disponible en mi idioma.

Proporcione el número del formulario, nombre o descripción:

La información que necesito no está disponible en mi idioma.

Especifique la información que necesita traducir:

La traducción del formulario o la información que recibí tiene errores.

Describa el documento o la información: _____

Describa los errores:

Otra queja relacionada con el acceso lingüístico.

¿Se ha quejado ante otra agencia sobre este problema? Sí No

En caso afirmativo, proporcione el nombre de la agencia: _____

Agregue cualquier otra información que nos ayude a analizar su queja:

PARTE 2. Nos interesa su opinión

Otros comentarios o sugerencias:

puede completar el formulario y entregarlo de manera presencial, por correo postal o correo electrónico a las siguientes direcciones:

CORREO POSTAL/ENTREGA PRESENCIAL:

Departamento de Asuntos Comunitarios de Georgia
60 Executive Park South, NE
Atlanta, GA 30329
Atn: Coordinación de Vivienda Justa

EMAIL:

fairhousing@dca.ga.gov

Muchas gracias. Nos comunicaremos con usted dentro de los 60 días de haber recibido este formulario.

언어지원서비스(LAS) 불만사항신고서작성안내

접수방법

조지아 지역사회부("DCA")는 영어를 구사하지 못하는 사람을 포함하여 모든 조지아주 주민이 언어 지원 서비스를 자유롭게 이용할 수 있기를 바랍니다. 불만 사항이 있거나 DCA의 언어 지원 서비스에 대한 피드백을 제공하려면 이 불만 사항 양식을 작성하여 제출하십시오.

다음 사항에 유의하세요:

- 가능한 한 많은 정보를 기입하세요. 이름을 제공할 필요는 없지만 필요한 경우 추가 정보를 얻을 수 있도록 연락처를 기입해 주세요.
- 이 양식을 사용하여 언어 지원 서비스에 대한 의견이나 제안을 접수할 수 있습니다.
- 언어 지원 서비스에 관한 불만 사항은 구두 또는 기타 서면으로 제출할 수 있습니다. 그러나 DCA 양식을 작성하여 후속 조치를 확인하고 DCA가 불만 사항에 대한 완전한 정보를 받았는지 확인하는 것이 좋습니다.
- 불만을 제기해도 당사 기관을 통해 받는 서비스에 불이익을 받지 않습니다.
- 다른 사람을 대신하여 이 불만을 제기하는 경우 불만과 관련하여 누구에게 연락해야 하는지 정보를 기입하세요.
- 양식을 작성하여 다음 DCA 사무소로 우편 또는 이메일로 직접 제출할 수 있습니다:

Brian P. Kemp

주지사



Christopher Nunn

국장

우편/직접 배달:

조지아 지역사회부

60 Executive Park South, NE

Atlanta, GA 30329

Attn(담당자): Fair Housing Coordinator(공정 주택 코디네이터)

이메일:

fairhousing@dca.ga.gov



조지아지역사회부

언어지원서비스

불만사항신고서

조지아 지역사회사회의 언어 지원 서비스에 대해 불만을 제기하려면 이 양식을 작성하세요. 가능한 한 자세히 설명해 주세요. 귀하의 이름이나 연락처 정보 제공을 원하지 않는 경우 제공할 필요는 없지만 귀하의 불만 사항을 조사하는 데 도움이 됩니다.

불만 사항 이외의 의견 및 제안을 제출하려면 이 양식의 섹션 2 에 있는 "피드백 제공"을 작성하십시오.

불만제기당사자정보

작성 날짜: _____

성함: _____

전화번호: _____

주소: _____

이메일: _____

선호하는 말하기 언어: _____

선호하는 쓰기 언어: _____

선호하는 연락 방법: 메일 이메일 전화

이양식을 작성하는데 도움을 주는 경우 아래에 연락처 정보를 제공하십시오

작성 날짜: _____

성함: _____

조직 이름: _____

전화번호: _____

주소: _____

이메일: _____

선호하는 말하기 언어: _____

선호하는 쓰기 언어: _____

선호하는 연락 방법: 메일 이메일 전화

파트 1. 불만사항내용

해당하는 모든 항목을 확인하고 작성하세요.

통역 서비스가 제공되지 않았다.

해당 문제가 발생 한 날짜, 서비스를 요청한 부서 이름, 서비스를 요청한 사무소 위치를 적어 주세요.

통역 서비스에 만족하지 못 했다.

통역사 이름: _____

통역 서비스를 받은 날짜: _____

통역 서비스에 만족하지 못한 이유

조자지역사회부

언어지원서비스

불만사항신고서

언어 지원 서비스 관련 직원에 대해 불만이 있다.

직원 이름: _____

사건 발생 날짜: _____

사건 내용:

내가 이해할 수 있는 언어로 양식을 받지 못했다.

양식 번호, 이름, 구체적 설명:

내가 이해할 수 있는 언어로 정보를 얻지 못했다.

번역이 필요한 정보에 대한 구체적 설명:

받은 양식 또는 정보에 잘못된 번역이 있다.

양식 또는 정보에 대한 구체적 설명:

잘못된 번역에 대한 구체적 설명:

언어 지원 서비스에 대한 기타 불만 사항이 있다.

이 문제에 대해 다른 기관에 불만을 제기한 적이 있습니까? 예 아니요

“예”로 답한 경우 기관 이름을 적어주세요:

귀하의 불만 사항을 검토하는 데 도움이 될 수 있는 추가 정보를 적어주세요:

파트 2. 피드백작성

기타 의견 및 제안:

양식을 작성하고 직접, 우편 또는 이메일로 다음 주소로 제출할 수 있습니다:

우편/직접 배달:

조지아 지역사회부

60 Executive Park South, NE

Atlanta, GA 30329

Attn(담당자): Fair Housing Coordinator(공정 주택 코디네이터)

이메일:

fairhousing@dca.ga.gov

감사합니다. 이 양식을 받은 후 60 일 이내에 연락 드리겠습니다.



语言准入服务 投诉表格说明

说明

佐治亚州社区事务部 (“DCA”) 希望所有佐治亚人，包括那些不会说英语的群体，都能获得可用的服务。如果您想对 DCA 的语言准入服务进行投诉，或者您想提供有关语言准入服务的反馈，请填写并提交该投诉表格。

请记住以下几点：

- 填写尽可能多的信息。提供您的姓名并非必需，但知道如何与您联系是有用的，有助于我们在需要时获得更多信息。
- 您可以使用此表格提供有关语言准入服务的意见或建议。
- 语言投诉可通过口头或其他书面形式提交。然而，我们鼓励使用方便追踪的 DCA 表格填写，并确保 DCA 已收到投诉的全部信息。
- 提出投诉不会对您可能有资格通过我机构获得的服务产生负面影响。
- 如果您代表其他人进行投诉，请填写真实投诉联系人的信息。
- 您可以填写表格，并可通过以下地址以手动、邮寄或电子邮件方式提交至 DCA 办公室：

邮寄/手动提交地址：

佐治亚州社区事务部
60 Executive Park South, NE
Atlanta, GA 30329
收件人：公平住房协调员

电子邮箱：

fairhousing@dca.ga.gov

佐治亚州社区事务部

语言准入服务

投诉表格

欲投诉佐治亚州社区事务部的语言准入服务，请填写该表格。请提供尽可能详细的信息。提供您的姓名或联系方式完全出于自愿，但这将有助于我们调查您的投诉。

如果您想提供其他意见和建议（非投诉），请填写该表格位于“提供反馈”项下的第二部分内容。们提供反馈”。

投诉人的相关信息：

今天的日期： _____

姓名： _____

电话号码： _____

地址： _____

电子邮箱： _____

您说的主要语言： _____

您所写的主要语言： _____

最佳联系方式：邮件电子邮件电话

如果您正在协助填写该表格，请在下方提供您的联络信息：

今天的日期： _____

姓名： _____

组织： _____

电话号码： _____

地址： _____

电子邮件： _____

您说的主要语言： _____

您所写的主要语言： _____

最佳联系方式：邮件电子邮件电话

第一部分。描述投诉

检查并填写所有适用项。

我要求一名口译员，但是没有为我安排。

告诉我们发生这种情况的时间（日期）、部门（服务要求对象）和办公室（地点）：

我对口译员提供的服务不满意。

口译员的姓名： _____

口译服务日期： _____

为什么您对口译服务不满意？

其他与 DCA 员工有关语言准入问题。

工作人员姓名： _____

事件日期： _____

描述事件：

我需要的表格没有我的语种版本。

请提供表格编号、名称或说明：

我需要的信息没有我的语种版本。

具体说明您需要翻译的信息：

我收到的表格或信息的翻译有误。

描述文件或信息： _____

描述错误：

其他与语言准入有关的投诉。

您是否就此问题向其他机构投诉过？ 是 否

如果是，请提供机构名称： _____

请添加其他信息，以协助我们审核您的投诉： :

第 2 部分提供反馈

其他意见或建议：

您可以填写表格，并通过以下地址以手动、邮寄或电子邮件方式提交：

邮寄/手动提交地址：

佐治亚州社区事务部
60 Executive Park South, NE
Atlanta, GA 30329
收件人：公平住房协调员

电子邮箱：

fairhousing@dca.ga.gov

感谢我们将在收到此表格后 60 天内与您联系。

語言準入服務 投訴表格說明

指示

喬治亞州社區事務部 (DCA) 希望所有喬治亞人，包括那些不會說英語的群體，都能獲得可用的服務。如果您想對 DCA 的語言準入服務進行投訴，或者您想提供有關語言準入服務的反饋，請填寫並提交該投訴表格。

請記住以下幾點：

- 填寫盡可能多的資訊。提供您的姓名並非必需，但知道如何與您聯繫是有用的，有助於我們在需要時獲得更多資訊。
- 您可以使用此表格提供有關語言準入服務的意見或建議。
- 語言投訴可通過口頭或其他書面形式提交。然而，我們鼓勵使用方便追蹤的 DCA 表格填寫，並確保 DCA 已收到投訴的全部資訊。
- 提出投訴不會對您可能資格通過我機構獲得的服務產生負面影響。
- 如果您代表其他人進行投訴，請填寫真實投訴連絡人的資訊。
- 您可以填寫表格，並透過以下地址手動、郵寄或電子郵件提交至 DCA 辦公室：

郵寄/手動提交地址：

喬治亞州社區事務部
60 Executive Park South, NE
Atlanta, GA 30329
收件人：公平住房協調員

電子郵箱：

fairhousing@dca.ga.gov

喬治亞州社區事務部

語言准入服務

投訴表格

欲投訴佐治亞州社區事務部的語言准入服務，請填寫該表格。請提供盡可能詳細的資料。提供您的姓名或聯繫方式完全出於自願，但這將有助於我們調查您的投訴。

如果您想提供其他意見和建議（非投訴），請填寫該表格位於“提供反饋”項下的第二部分內容。

有關投訴者的資訊：

今天的日期: _____
姓名: _____
電話: _____
地址: _____
電子信箱: _____
您說的主要語言: _____
您所寫的主要語言: _____
最佳聯絡方式: 郵寄 電子郵件 電話

如果您正在協助填寫該表格，請在下方提供您的聯絡資訊：

今天的日期: _____
姓名: _____
單位: _____
電話: _____
地址: _____
電子信箱: _____
您說的主要語言: _____
您所寫的主要語言: _____
最佳聯絡方式: 郵寄 電子郵件 電話

第 1 部分描述投訴

檢查並填寫所有適用項。

我要求一名口譯員，但是沒有為我安排。

請告訴我們該事件發生的時間（日期）、相關部門（服務要求對象）和辦公室（位置）：

我對口譯員提供的服務不滿意。

譯員姓名: _____

譯服務日期: _____

為什麼您對口譯服務不滿意？

喬治亞州社區事務部

語言准入服務

投訴表格

其他與 DCA 員工有關的語言准入問題。

員工姓名： _____

事件日期： _____

描述事件：

我需要的表格沒有我的語種版本。

請提供表格編號、名稱或說明：

我需要的信息沒有我的語種版本。

指定您需要翻譯的資訊：

我收到的表格或資訊的翻譯有錯誤。

描述檔或資訊： _____

描述錯誤：

其他與語言準入有關的投訴。

您是否向其他機構投訴此問題？ 是 否

如果是，請提供機構的名稱： _____

請新增其他資料，以協助我們審核您的投訴：

第 2 部分提供反饋

其他意見或建議：

您可以填寫表格，並透過以下地址手動、郵寄或電子郵件提交：

郵寄/手動提交地址：

喬治亞州社區事務部
60 Executive Park South, NE
Atlanta, GA 30329
收件人：公平住房協調員

電子郵箱：

fairhousing@dca.ga.gov

謝謝。我們會在收到此表格後 60 天內與您聯絡。

60 Executive Park South, NE | Atlanta, GA 30329-2231 | 404-679-4940
www.dca.ga.gov | An Equal Opportunity Employer



Dịch vụ tiếp cận ngôn ngữ Hướng dẫn về mẫu đơn khiếu nại

Hướng dẫn

Sở Cộng đồng Georgia (“DCA”) muốn mọi người dân Georgia, kể cả những người không nói tiếng Anh tốt, được tiếp cận với các dịch vụ hiện có. Nếu quý vị có khiếu nại về các dịch vụ tiếp cận ngôn ngữ tại DCA, hoặc nếu quý vị muốn cung cấp ý kiến phản hồi về các dịch vụ tiếp cận ngôn ngữ, hãy điền và nộp lại mẫu đơn khiếu nại này.

Hãy ghi nhớ những điều sau:

- Điền càng nhiều thông tin càng tốt. Quý vị không cần phải cung cấp tên của mình, nhưng sẽ rất hữu ích nếu chúng tôi có cách liên hệ với quý vị để có thể nhận thêm thông tin nếu cần.
- Quý vị có thể sử dụng biểu mẫu này để đưa ra nhận xét hoặc đề xuất về các dịch vụ tiếp cận ngôn ngữ.
- Các khiếu nại về tiếp cận ngôn ngữ có thể được gửi bằng lời nói hoặc bằng các hình thức văn bản khác. Tuy nhiên, khuyến khích sử dụng biểu mẫu DCA để đảm bảo việc theo dõi và DCA đã nhận được đầy đủ thông tin về khiếu nại.
- Việc nộp đơn khiếu nại sẽ không ảnh hưởng tiêu cực đến các dịch vụ mà quý vị có thể đủ điều kiện để nhận thông qua cơ quan của chúng tôi.
- Nếu quý vị đang khiếu nại thay mặt cho người khác, hãy điền thông tin của người mà chúng tôi sẽ liên hệ về khiếu nại.
- Quý vị có thể điền vào biểu mẫu và nộp nó tại văn phòng DCA bằng tay, gửi qua đường bưu điện hoặc e-mail theo địa chỉ sau:

GỬI THƯ/GIAO TẶN TAY:

Sở Cộng đồng Georgia
60 Executive Park South, NE
Atlanta, GA 30329
Chú ý: Điều phối viên về việc công bằng trong vấn đề nhà ở

EMAIL:

fairhousing@dca.ga.gov

SỞ CỘNG ĐỒNG GEORGIA
DỊCH VỤ TIẾP CẬN NGÔN NGỮ
ĐƠN KHIẾU NẠI

Điền vào biểu mẫu này để khiếu nại về các dịch vụ tiếp cận ngôn ngữ tại Sở Cộng đồng Georgia. Cung cấp càng nhiều chi tiết càng tốt. Quý vị không cần phải cung cấp tên hoặc thông tin liên lạc nếu không muốn, nhưng điều đó sẽ giúp chúng tôi điều tra khiếu nại của quý vị.

Nếu quý vị muốn cung cấp các nhận xét và đề xuất khác (không phải khiếu nại), hãy điền vào Phần 2 của biểu mẫu này, trong phần “Gửi phản hồi cho chúng tôi.”

Thông tin về Người khiếu nại:

Ngày hôm nay: _____

Tên: _____

Số điện thoại: _____

Địa chỉ: _____

Email: _____

Ngôn ngữ chính mà quý vị nói: _____

Ngôn ngữ chính mà quý vị viết: _____

Phương thức liên lạc tốt nhất: thư email điện thoại

Nếu quý vị đang hỗ trợ điền vào biểu mẫu này, hãy cung cấp thông tin liên hệ của quý vị phía bên dưới:

Ngày hôm nay: _____

Tên: _____

Tổ chức: _____

Số điện thoại: _____

Địa chỉ: _____

Email: _____

Ngôn ngữ chính mà quý vị nói: _____

Ngôn ngữ chính mà quý vị viết: _____

Phương thức liên lạc tốt nhất: thư email điện thoại

PHẦN 1. Mô tả khiếu nại

Kiểm tra và điền vào tất cả những mục phù hợp.

Tôi đã yêu cầu thông dịch viên nhưng không có.

Hãy cho chúng tôi biết khi nào (ngày), Bộ (yêu cầu dịch vụ) và Văn phòng (địa điểm) nơi điều này xảy ra:

Tôi không hài lòng với các dịch vụ thông dịch viên được cung cấp.

Tên của thông dịch viên: _____ Ngày cung cấp thông dịch viên: _____

Tại sao quý vị không hài lòng với các dịch vụ phiên dịch?

Vấn đề khác với nhân viên DCA liên quan đến việc tiếp cận ngôn ngữ.

Tên của nhân viên: _____ Ngày xảy ra sự việc: _____

Miêu tả sự việc:

Mẫu đơn tôi cần không có trong ngôn ngữ của tôi.

Cung cấp số biểu mẫu, tên hoặc mô tả:

Thông tin tôi cần không có trong ngôn ngữ của tôi.

Chỉ định những thông tin quý vị cần dịch:

Bản dịch của biểu mẫu hoặc thông tin tôi nhận được có sai sót.

Miêu tả văn bản hoặc thông tin: _____

Miêu tả sai sót:

Khiếu nại khác liên quan đến tiếp cận ngôn ngữ.

Quý vị có khiếu nại với cơ quan khác về vấn đề này không? Có Không

Nếu Có, hãy cung cấp tên của cơ quan: _____

Thêm bất kỳ thông tin nào khác có thể giúp chúng tôi xem xét khiếu nại của quý vị:

PHẦN 2. Gửi lại cho chúng tôi phản hồi

Bình luận và gợi ý khác:

Quý vị có thể điền vào biểu mẫu và nộp lại bằng tay, gửi qua đường bưu điện hoặc e-mail theo các địa chỉ sau:

GỬI THƯ/GIAO TẬN TAY:

Sở Cộng đồng Georgia

60 Executive Park South, NE

Atlanta, GA 30329

Chú ý: Điều phối viên về việc công bằng trong vấn đề nhà ở

EMAIL:

fairhousing@dca.ga.gov

Xin cảm ơn. Chúng tôi sẽ liên hệ với quý vị trong vòng 60 ngày kể từ ngày nhận được biểu mẫu này.