

## The Road Home Language Access Plan (LAP)

This plan outlines the initiatives of **The Road Home** to take reasonable steps to ensure meaningful access to its programs and activities by limited English proficient persons in compliance with the Department of Housing and Urban Development “Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons; Notice” in the Federal Register on January 22, 2007.

**The Road Home** is committed to provide meaningful access to its programs and activities to all eligible individuals regardless of race, color, or national origin including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English—limited English proficiency, or LEP.

**The Road Home** is further committed to provide equal access to housing to all residents without regard to race, color, religion, sex, disability, sexual orientation, familial status, national origin or source of income.

### Four-Factor Analysis

1. The number or proportion of LEP persons in South Jordan City eligible to be served or likely to be encountered by **The Road Home** programs and activities.

Subject	South Jordan city, Utah		
	Total	Percent of specified language speakers	
		Speak English "very well"	Speak English less than "very well"
Estimate	Estimate	Estimate	
Population 5 years and over	51,183	98.9%	1.1%
Speak only English	92.5%	(X)	(X)
Speak a language other than English	7.5%	85.1%	14.9%
Spanish or Spanish Creole	3.3%	80.6%	19.4%
Other Indo-European languages	2.1%	91.3%	8.7%
Asian and Pacific Island languages	2.0%	84.6%	15.4%
Other languages	0.2%	100.0%	0.0%
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>			
Spanish or Spanish Creole	1,674	80.6%	19.4%
5-17 years	461	94.1%	5.9%
18-64 years	1,079	74.9%	25.1%
65 years and over	134	80.6%	19.4%
Other Indo-European languages	1,097	91.3%	8.7%
5-17 years	106	100.0%	0.0%
18-64 years	878	90.1%	9.9%
65 years and over	113	92.9%	7.1%
Asian and Pacific Island languages	999	84.6%	15.4%
5-17 years	136	93.4%	6.6%
18-64 years	813	83.4%	16.6%
65 years and over	50	80.0%	20.0%
Other languages	78	100.0%	0.0%
5-17 years	0	-	-
18-64 years	78	100.0%	0.0%
65 years and over	0	-	-
<b>CITIZENS 18 YEARS AND OVER</b>			
All citizens 18 years and over	36,573	99.3%	0.7%
Speak only English	93.7%	(X)	(X)
Speak a language other than English	6.3%	88.4%	11.6%
Spanish or Spanish Creole	2.5%	86.7%	13.3%
Other languages	3.8%	89.5%	10.5%
<b>PERCENT IMPUTED</b>			
Language status	3.7%	(X)	(X)
Language status (speak a language)	3.5%	(X)	(X)
Ability to speak English	5.0%	(X)	(X)

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

2. The frequency with which LEP persons in South Jordan City come in contact with **The Road Home** programs and activities.

- **(85.7%)** of the persons participating in The Road Home programs speak English, **(8.2%)** speak Spanish with LEP, and **(6.1%)** speak other languages with LEP.

3. The nature and importance of The Road Home programs and activities to people in South Jordan City.

- The Road Home offers: Client engagement services such as securing vital documents for housing and employment; crisis emergency shelter; case management; and housing programs to assist men, women and families with children experiencing or exiting homelessness in our community.

4. The resources available to The Road Home and costs.

- In addition to employees that speak a variety of languages and serve as translators, The Road Home has available outside resources to assist with translation services. The Road Home has a bank of volunteers providing translation services as well as accessibility to Asian Association to help assist with a wide variety of language needs.

LEP individuals who need language assistance

- Census Data lists Spanish speakers as the largest group of LEP persons in South Jordan City, and The Road Home reports its most frequent contacts with LEP persons are with those who speak **Spanish**.

Language Assistance Measures

- The Road Home currently has staff that speaks 13 different languages, including 31 employees that speak Spanish. We have immediate access to interpretation services for languages not represented by our staff.

Staff Training

- The Road Home staff members are trained to accommodate LEP persons who inquire about, apply for, or participate in its programs and activities to assure that language is not a barrier to their access and participation.

Providing Notices to LEP Persons

- The Road Home provides the following notices and outreach materials to LEP persons.
  - All materials for new client intakes are offered in English or Spanish. The Road Home also provides reasonable accommodations for individuals with disabilities or those in need of language interpretation services. Five days notice must be given to our Human Resources Director, Sarah Sanders (801-359-4142) to coordinate language interpretation services. TTY/TDD users should call 7-1-1.

Monitoring and Updating the LAP

- The Road Home staff members review the LAP semi-annually to monitor its effectiveness and update it as needed to address the changing circumstances related to LEP persons maintaining meaningful access to its programs and activities.

Fair Housing

- The Road Home is committed to affirmatively further fair housing and provide equal access to housing opportunities to all residents without regard to race, color, religion, sex, disability, sexual orientation, familial status, national origin or source of income including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.