



CITY OF ALAMEDA

LANGUAGE ASSISTANCE PLAN
(LAP)
FOR
PROVIDING FEDERALLY FUNDED ACTIVITIES
TO
LIMITED ENGLISH PROFICIENT
(LEP) PERSONS

November 2010

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Introduction and Federal Requirements

The Language Assistance Plan (LAP) describes the City of Alameda's efforts to ensure meaningful access to federally funded programs and activities by Alameda residents who are Limited English Proficient (LEP).

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The U.S. Department of Housing and Urban Development (HUD) regulation, 24 CFR Part 1, "Nondiscrimination in Federally Assisted Programs of the Department of Housing and Urban Development- Effectuation of Title VI of the Civil Rights Act of 1964," requires all recipients of federal financial assistance from HUD to provide meaningful access to their programs and activities by Limited English Proficient (LEP) persons.

HUD's "Final Guidance to Federal Financial Assistance Recipients Regarding title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 1/22/07, requires that federally assisted recipients:

- Conduct a "four factor analysis"
- Develop a language access plan if necessary
- Provide appropriate language assistance

Federal Financial Assistance and Recipients of such Assistance

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of HUD assistance include, for example: state and local governments, public housing authorities, assisted housing providers, for-profit and non-profit organizations, and other entities receiving funds directly or indirectly from HUD. Sub-recipients and sub-grantees likewise are covered when federal funds are passed through one recipient to a sub-recipient or sub-grantee. In FY2010-11, the City of Alameda CDBG/HOME program has sub-grantees, one Community Based Development Organization (CBDO) and no sub-recipients.

Examples of populations likely to include LEP persons who should be considered when planning language services include, but are not limited to:

- Persons seeking assistance for a rehabilitation grant for their home;
- Persons who are attempting to file a housing discrimination complaint ;
- Persons who are seeking assistance to become first-time homebuyers;
- Persons seeking housing-related social services, training, or any other assistance from HUD recipients; and
- Parents and family members of the above.

Meaningful Access: The “Four-Factor” Analysis

Pursuant to Executive Order 13166 and the meaningful access requirement of the Title VI regulations, HUD’s LEP Guidance sets forth a four-factor analysis for recipients to determine the extent of its obligation to provide LEP services:

- (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
- (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 to people’s lives; and
- (4) the resources available to the grantee/recipient and costs.

The intent of HUD’s Guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small business, small local governments, or small nonprofits. The City will periodically assess and update the following four-factor analysis:

Factor 1: Persons of Limited English Proficiency in Alameda: the number or proportion of LEP persons served or eligible to be served or likely to be encountered by the program or grantee

Persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be LEP, and may be entitled to language assistance with respect to a particular type of service, benefit or encounter.

The City obtained information from the U.S. Census Bureau’s American Fact Finder website, as recommended by HUD, in order to gather data about the LEP persons within the jurisdiction and the primary languages spoken. This data is based on the 2000 Census, specifically from Population (P19) data, and the Population Census Tract (PCT10) data. The Census asks respondents to rate their own abilities in English.

The number and percentage of LEP persons were determined using the data reported from the P19 data which identifies the number of people that speak a particular language, and how well they speak English, with a rating of very well, well, not well or not at all. The number and percentages of LEP persons was determined by the number of people that speak another language, and speak English less than very well.

Since the P19 table aggregates many languages into one “Asian and Pacific Island” language category, it was necessary to use the data in the PCT10 table, which details the languages spoken at home for the population age five years and over, in order to extrapolate the number and percentages of LEP persons by a particular Asian or Pacific Islander language. The following is the results of the data analyzed by the P109 and PCT10 tables.

	Population	% of Pop
Total Alameda population 5 years and over	68,239	100%
Total population that speaks English less than very well	9,926	14.5%
Total population that speaks Spanish	4,249	6.23%
Total Spanish-speaking population that speaks English less than very well	2,032	2.98%
Total population that speaks an Asian and Pacific Islander language	14,441	21.6%
Total Asian and Pacific islander language population that speaks English less than very well	10,212	14.9%

According to the US Census Bureau American Community Survey Report, "Language Use in the United States," the Asian and Pacific Island languages include Chinese, Korean, Japanese, Vietnamese, Hmong, Khmer, Lao, Thai, Tagalog or Pilipino, the Dravidian languages of India such as Telugu, Tamil and Malayalam, and other languages of Asia and the Pacific, including the Philippine, Polynesian, and Micronesian languages."

According to the 2000 Census, over 33% (23,099) of Alameda's residents speak a language other than English at home, and over 15% (10,121) of these residents speak English "less than 'very well'", nearly 15% of the City's population. Of Alameda's total population ages five and older, 6.2% (4,249) speak Spanish at home. 5.5% (3,777) speak Indo-European languages, and 21.2% (14,441) speak Asian or Pacific Islander languages at home. Thirty-three percent of the Spanish speakers, 30% of the Indo-European speakers, and 51% of the Asian language speakers reported that they speak English "less than very well."

The predominant languages spoken at home by persons over five years, according to the 2000 Census, are as follows: Chinese (6,086), Tagalog (4,278), Spanish (4,249), Vietnamese (1,256), Korean (1,147), and Persian/Farsi (786). The number of people who don't speak English well to "not at all" among each of those language groups is as follows:

Language	Total Persons/ Speakers	# Not Well to Not at All	% of Pop Not well to Not at All
Spanish	4,249	2,032	2.98%
Chinese	6,086	920	1.25%
Tagalog	4,278	646	0.95%
Vietnamese	1,265	191	0.28%
Korean	1,147	173	0.25%
Persian	786	119	0.17%

Guidance provided by HUD states that written translations of vital documents should be provided for each eligible LEP language group that constitutes either at least 1,000 persons or 5% of the population of persons eligible to be served or likely to be affected or encountered. Although none of these languages involve more than five percent of the

population, the number of Spanish-speaking LEP persons is more than 1,000 and the number of LEP Chinese speakers is nearly 1,000.

The Census groups eleven languages into the Asian and Pacific Islander category. The P20 report of the U.S. Census offers a breakdown of the specific languages counted within the Asian-Pacific Islander language category and linguistic isolation.

Asian/Pacific Islander Language	Number of Speakers	% of Asian Language speakers	# of People P20 Linguistic Isolation
Chinese	6,086	42.1%	680
Tagalog	4,278	29.6%	478
Vietnamese	1,265	8.8%	141
Korean	1,147	7.9%	128
Other Pacific Islander	562	3.9%	63
Japanese	463	3.2%	52
Other Asian	323	2.2%	36
Mon-Hhmer, Cambodian	136	0.9%	15
Thai	136	0.9%	15
Laotian	28	0.2%	3
Miao, Hmong	17	0.1%	2
Total: Asian/Pac Island Languages	14,441		

Among the Asian-Pacific Islander language speakers, Chinese are the largest group. Although the LEP Chinese-speaking are 1.25% of the population, which is below the 5% threshold, and fewer than 1,000 people in 2000, the City will seek to provide written translation of vital documents into simplified Chinese characters, which can be understood by both Mandarin and Cantonese speakers from China and Taiwan.

While many of the federally funded services and programs are targeted to low- and moderate-income persons, the US Census LEP data is not cross-tabbed with household income to evaluate the potential eligibility of LEP persons for HUD programs. According to HUD guidance and current data, the City should continue to focus language assistance efforts on Spanish and Chinese based on the LEP assistance threshold criteria.

Factor 2: Frequency of contact with the program

While the ethnic and race characteristics of program participants is documented, neither the City nor its subgrantees collect data on LEP persons specifically. Through past experience, City staff estimate that fewer than a dozen LEP persons per month contact the City for information or assistance related to federally funded (e.g., CDBG/HOME) programs. Staff responsible for housing rehabilitation programs report contacts from LEP persons whose primary language is Tagalog and Vietnamese, in addition to Spanish and Chinese.

Most of the CDBG subgrantees and the Community Based Development Organization (CBDO) interact with LEP persons. At least half of the twelve FY2010/11 subgrantees have prepared written outreach materials and program applications in Spanish; one - third have translated them into Chinese, and one quarter into Vietnamese. The subgrantees have sought to translate materials and offer oral interpretation services in languages besides Spanish and Chinese according to the languages of LEP persons utilizing their services or potentially seeking their services. For example, the Alameda Food Pantry currently offers assistance in Korean, Tagalog, American Sign Language, Arabic, Farsi and distinguishes Mandarin from Cantonese. The Family Violence Law Center also offers assistance in Hindi and Tagalog.

City programs that complement the federally funded programs but are not federally funded include a Down Payment Assistance Program for first-time homebuyers administered by a non-profit agency.

Factor 3: Importance of service, information, program or activity

The City's Strategic (Consolidated) Plan for FY2010-14 sets forth objectives and actions in priority housing and non-housing community development areas for the City's low- and moderate-income residents and neighborhoods. Priority needs in the Strategic Plan include preserving and increasing affordable housing and supportive services, reducing housing discrimination, preventing and addressing homelessness, and addressing non-housing community development needs such as neighborhood improvements, public services, accessibility improvements and economic development. Five year objectives are identified in the areas of housing, homeless, public services, economic development and public facilities and infrastructure.

Those objectives that could directly involve LEP persons are assisting low- and moderate-income first-time homebuyers; reducing housing discrimination; and sustaining and improving access to affordable housing in Alameda through programs such as fair housing, delivery of flexible services to the homeless that support stability and independence, preserving and strengthening Alameda's safety net for families and individuals who are in crisis or vulnerable; empowering Alamedans to improve their economic and social self-sufficiency and stability; ensuring that people with disabilities, seniors, single parents, and culturally and linguistically isolated populations have awareness of and access to services; and providing education, recreation, childcare, and other support services for low- and moderate-income families and individuals; providing economic development and entrepreneurship opportunities to low-income residents; and increasing the availability of capital to business to benefit low-income persons and areas.

The FY09-10 Consolidated Annual Performance and Evaluation Report (CAPER) reports numerically on the beneficiaries and relative demand for services provided by the City, subgrantees and CBDO. The services provided by subgrantees and the CBDO are very important to low- and moderate-income persons because of the high numbers that access such services. For example, in FY2009-10, Building Futures with Women and Children served 271 homeless women and children and Women's Initiative for Self-Employment assisted 201 women to develop economic self-sufficiency through developing their own businesses.

Factor 4: Costs versus Resources and Benefits

The City has identified multi-lingual employees available to assist with oral interpretation in a cost-effective manner. The City of Alameda Housing Authority has a contract with World Wide Interpreters, an oncall telephone interpretation system with access to 150+ languages; the contract may be expanded to accommodate use by other City departments. The service is cost effective because there is no monthly fee or minimum use charge. Beginning in FY2010-11, the CDBG/HOME/affordable housing program administration budget shall include the expenses of an on-call telephone interpretation service and publication of program notices in LEP language newspapers (*La Vision Hispana* for Spanish and *Sing Tao* for Chinese). Examples are provided in Appendix A of this LAP. The cost of translation of notices into Spanish by La Vision Hispana is \$0.12 per word. The total cost of translation and publication of program notices (English, Spanish, Chinese) is approximately \$1,400 per notice. Assuming four notices/year, the total budget for multi-lingual program notices would reach \$6,000. The cost of in-person professional interpreters at the certified court translation level in Chinese is \$150/hour with a three hour minimum.

The subgrantees are well established organizations with multi-lingual employees and involvement in networks of multi-cultural community organizations and agencies able to assist with written translations and oral interpretation at minimal cost. In addition the Alameda County 2-1-1 Information and Referral service is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to housing information and critical health and human services. It operates 24 hours a day/seven days a week and has multilingual capability.

THE LANGUAGE ASSISTANCE PLAN (LAP)

The City has prepared this LAP to address the identified needs of the LEP populations served, or potentially served, by its programs. In compliance with federal guidelines, the City will make reasonable efforts to provide free language assistance for LEP clients in all of its programs so as to ensure that these persons have meaningful access to programs and activities.

The City is committed to providing access to LEP persons through this Plan and will utilize bi-lingual staff, on-call telephone interpretation services, downloadable translated documents from websites, the Alameda County 2-1-1 information and referral service, and other sources as necessary, to meet the public's LEP needs. Implementation of the LAP will likely continue to evolve over time in response to data such as the 2010 U.S. Census and new technology resources.

LANGUAGE ASSISTANCE MEASURES

Language assistance includes interpretation and/or translation. The City will determine when interpretation and/or translation are needed and are reasonable. Staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. If a client asks for language assistance and the City determines that the client is a LEP person, the City will make reasonable efforts to provide free language assistance. The City has the discretion to determine whether

language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access.

Oral Interpretation

Oral interpretation can be provided by formal or informal interpreters. The City is committed to accuracy in interpretation services provided to LEPs. The services of professional interpreters certified at the court interpreter level are costly, so the City carefully considers which federally funded activities would be best served by the use of certified professional interpreters, e.g. explanation of rehabilitation loan documents vs. application to participate in after-school enrichment program for at-risk youth.

Formal Interpreters: When necessary, the City will provide qualified interpreters, including bilingual staff and contract vendors. As described in the Citizen Participation Plan, the City of Alameda maintains an up-to-date list of qualified, bilingual employees who speak 40+ languages.

At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis detailed above.

The City may require a formal interpreter to certify to the following:

- i. the interpreter understood the matter communicated and rendered a competent interpretation.
- ii. the interpreter will not disclose non-public data without written authorization from the client.

Informal Interpreters: Informal interpreters may include family members, friends, legal guardians, service representatives or advocates of the LEP client. Staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in some circumstances, informal interpreters, especially minors, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.

A LEP person may use an informal interpreter of their own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by the City. If possible, the City should accommodate a LEP client's request to use an informal interpreter in place of a formal interpreter. If a LEP client prefers an informal interpreter, after the City has offered free interpreter services, the informal interpreter may interpret. In these cases, the client and interpreter could sign a waiver of free interpreter services or other documentation of the offer of formal interpreter services, the refusal, and accommodation of the client's wishes. If a LEP client wants to use their own informal interpreter, the City reserves the right to also have a formal interpreter present.

Procedures for Oral Language Services: Telephone callers who identify their language may be assisted by bi-lingual City staff who speak 40+ languages. If a bi-

lingual staff member is not available, the use of World Wide Interpreters or other on-call telephone interpretation service will be utilized in a three-way call.

Housing Authority and City staff utilize the "I Speak" cards (Appendix B) to identify the language spoken by walk-in LEP clients. A bi-lingual staff member or on-call telephone interpretation service will assist the walk-in client.

The CDBG/HOME Citizen Participation Plan states that oral interpretation at public meetings and hearings related to the CDBG/HOME program will be arranged if requested by LEP persons at least five business days in advance of the meeting or hearing. All public hearing notices include a statement about the availability of interpreter services at the public hearing.

Use of Oncall Telephone Interpretation Services: Telephone interpretation services provided by competent bonded interpreters are available in more than 170 languages, accessible within seconds at any time of day by phone. Staff shall use the City's contracted oncall interpretation service when bilingual staff is not available, when the language is not one commonly encountered, or when staff is not sure what language the client speaks, at no cost to the client. In FY2010-11, two subgrantees are subscribers to Language Line.

The following is the procedure for use of the service:

Create a three-way conference call. When an interpreter is on the phone and the language is identified, state your name, the name of your agency, and a brief description of what is needed from the LEP client. When the interpreter says "Go ahead, please," the call begins.

- Speak slower than your normal speed of talking
- Speak in short sentences, expressing one idea at a time
- Pause frequently to allow the interpreter to interpret small segments of information at a time; the interpreter is a few words behind the speaker
- Give the interpreter time to finish before speaking again
- Check for client understanding; provide opportunities for clarification
- When checking for understanding, ask the LEP client, "What do you understand?" rather than "Do you understand?"
- Ask the interpreter if, in his/her opinion, the client seems to have grasped the information that you are conveying; you may have to repeat or clarify certain information by saying it in a different way
- When the conversation is completed, thank both the client and the interpreter and say "interpreter, end of call" and the call ends

Written Translation

HUD has defined "vital documents" to be those forms or documents that are critical for ensuring meaningful access, or awareness of rights or services, of federally funded services or benefits. Vital documents that will be translated from English into Spanish and simplified Chinese written language (which can be read by Mandarin and Cantonese speakers from China and Taiwan) include all published Notices about the CDBG/HOME program, including the public hearings and meetings on Community

Development Needs, Action Plan, Consolidated Plan and Notices seeking public comment such as the Notice of the availability of the Draft CAPER. Examples are provided in Appendix A. The current publications of wide circulation in Alameda for LEP persons include *La Vision Hispana*, with publishing offices in Alameda, and *Sing Tao*.

Other vital documents include brochures that explain the availability of federally funded services and programs. Most of the subgrantees have developed public information materials in Spanish and other languages. Within the next two years, the City will seek to translate the information materials and applications for the four housing rehabilitation programs into Spanish and Chinese.

The U.S. Department of Housing and Urban Development website contains downloadable LEP documents in up to fourteen languages on topics such as fair housing and home buying that can be utilized by City/subgrantee staff as appropriate. The U.S. Environmental Protection Agency (EPA) website has downloadable public information about lead in English and Spanish on its website. The City has obtained a Vietnamese translation of EPA's "Protect Your Family From Lead in the Home" brochure, which is included as Appendix C of this LAP.

As opportunities arise, the City may work with other agencies and organizations to share the costs of translating common documents, which may include language groups which do not yet reach the threshold level in the City's client population.

The City will use bilingual staff, community volunteers, or outside vendors to translate documents, depending on availability and financial resources.

Assisting Clients Who Can Not Read

Staff will assist LEP clients who cannot read their preferred language to the same extent as staff would assist English-speaking clients who cannot read English.

Outreach

The translated notices of public meetings will be posted on the City website. The Housing Authority website has the "Google Translate" feature.

As described in the 2010-2014 Strategic Plan Appendix 3, there are two cooperative groups of community organizations and public agencies that meet periodically: the Alameda Collaborative for Children, Youth and Families and the Alameda Service Collaborative. Copies of English and translated public notices will be e-mailed to the participants in these groups as part of outreach to LEPs. The City and subgrantees shall consider additional means to communicate with local schools and community and faith-based organizations that work with LEP groups in future outreach efforts.

Notice of Right to Language Assistance

Multilingual signs or posters will be placed in the Economic Development Department reception area in City Hall and the City of Alameda Housing Authority lobby to inform the public that free interpretation services are provided. Similar notices will be placed in outreach materials published for programs and on web sites.

LAP DISTRIBUTION AND STAFF TRAINING

The LAP will be:

- distributed to all supervisors and staff in positions that are likely to come into contact with members of the public and program participants in the city
- distributed to all subgrantees
- available in the offices of the City Clerk, Economic Development Department and Housing Authority, and all subgrantees
- posted on the City's website
- explained in orientation and training sessions for supervisors and other staff who need to communicate with LEP clients

Training of City staff will include:

- In-depth discussion of the Plan and legal obligation to provide language assistance
- How to respond to LEP callers
- How to respond to written communications from LEP clients
- How to respond to in-person LEP clients
- How to use the "I speak" card
- How to operate the on-call telephone interpretation service
- Becoming familiar with staff and outside vendors available for interpretation at appointments
- Location of translated documents

MONITORING AND UPDATING THE LAP

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

- U.S. Census data
- Frequency of contact analysis of LEP clients and callers by staff
- Analysis of requests for interpreters and/or translation, as well as literacy skills of clients requesting language assistance
- Assessment of whether existing language assistance services are meeting the needs of clients with LEP
- If the LAP goals are being met
- Assessment of whether staff members understand the LAP and procedures
- Nature and importance of activities and information to LEP clients
- Availability of resources, including costs
- Whether identified sources for assistance are still available and viable

AUDIENCIA PÚBLICA DE LA CIUDAD DE ALAMEDA RESPECTO DE LA REFORMA SUSTANCIAL #1 QUE SE PROPONE PARA PLAN DE ACCIÓN DE SUBSIDIOS PARA EL DESARROLLO COMUNITARIO (CDBG, por sus siglas en inglés) DEL AÑO FISCAL 2010-11

La Ciudad de Alameda (Ciudad) es una Ciudad con Derecho a obtener subsidio de parte del Programa de Subsidios para el Desarrollo Comunitario (CDBG) del Departamento Estadounidense de Vivienda y Desarrollo Urbano (HUD). El 16 de noviembre de 2010, el Concejo Municipal considerará una propuesta de Reforma para el Plan de Acción del Año Fiscal 2010-11 que cubre el periodo del 1 de julio de 2010 al 30 de junio de 2011. El público está invitado y es animado a participar y hacer comentarios. La Reforma propuesta destinará \$316,961 en financiamiento proveniente del programa CDBG para el Año Fiscal 2010-11 como se señala a continuación:

- \$82,000 para Alameda Point Collaborative para la adquisición de una compactadora de basura
- \$58,500 para Alameda Boys and Girls Club para la adquisición de equipo para cocina
- \$163,211 para el Programa de Rehabilitación Residencial de la Ciudad
- \$13,250 para continuar el Programa de Prevención de Riesgos Múltiples (Seguridad para Personas de la Tercera Edad) del Departamento de Bomberos de Alameda

DISPONIBLE PARA SU REVISIÓN PÚBLICA

A partir del 15 de octubre de 2010, la Reforma Sustancial # 1 del Plan de Acción del Año Fiscal 2010-11, incluyendo los detalles de financiamiento del programa, estarán a disposición del público para su revisión durante horas hábiles regulares en todas las sucursales de la Biblioteca Gratuita de Alameda (Alameda Free Library), en la oficina del Secretario Municipal ubicada en 2263 Santa Clara Ave. y en la oficina de la Autoridad de Vivienda de Alameda (Alameda Housing Authority) ubicada en 701 Atlantic Avenue. Podrá encontrar la propuesta de Reforma Sustancial # 1 en la página web de la Ciudad www.ci.alameda.ca.us y en la página web de la Autoridad de Vivienda de Alameda en www.alamedahsg.org.

OPORTUNIDAD DE SER ESCUCHADO

Los comentarios escritos relacionados con la Reforma Sustancial # 1 del Plan de Acción del Año Fiscal 2010-11 podrán remitirse a la Autoridad de Vivienda de Alameda en la dirección antes mencionada hasta las 5:00 p.m. del 2 de noviembre de 2010. El Concejo Municipal escuchará los comentarios de los ciudadanos y considerará la adopción de la Reforma Sustancial en su reunión regular el 7:00 p.m. el 16 de noviembre de 2010, en el Ayuntamiento Municipal ubicado en 2263 Santa Clara Avenue. Se exhorta a los ciudadanos a asistir y participar. Favor de dirigir cualquier pregunta a Susie Brown al teléfono (510) 747-4316 o (510) 522-8467 (Dispositivo de Telecomunicaciones para Sordos, TDD por sus siglas en inglés).

PREVISIONES PARA RESIDENTES QUE NO HABLAN INGLÉS

La Ciudad de Alameda cuenta con una red de empleados que hablan cerca de 45 idiomas que pueden intervenir como intérpretes para aquellos residentes que buscan información relacionada con los programas. La Ciudad organizará la presencia de un intérprete si se le notifica, con por lo menos 5 días hábiles de anticipación, que un número significativo de residentes que no hablan inglés desean participar en la audiencia pública relacionada con los programas financiados por los CDBG. Favor de ponerse en contacto con la ciudad al teléfono (510) 747-4316 (Voz), (510) 522-8467 (TDD) o al correo electrónico (sbrown@ci.alameda.ca.us).

PREVISIONES PARA PERSONAS DISCAPACITADAS

Si se le notifica con por lo menos 2 días de anticipación que alguna(s) persona(s) con discapacidad necesitarán asistencia para participar en una audiencia pública relacionada con los programas financiados por los CDBG, la Ciudad se organizará para contar con la presencia de un intérprete, un lector o la asistencia que sea necesaria. Habrá asientos accesibles a disposición de personas con discapacidad (incluyendo aquellas que usan silla de ruedas). Las minutas de la reunión estarán disponibles en ampliaciones impresas. Las minutas de la reunión en audio estarán disponibles de así solicitarlas. Favor de ponerse en contacto con la ciudad al teléfono (510) 747-4316 (Voz) (510) 522-8467 (TDD) o al correo electrónico (sbrown@ci.alameda.ca.us) por lo menos 5 días antes de la reunión para solicitar cualquier otro acomodamiento necesario. El coordinador de la Sección 504 de la Ciudad es Michael T. Pucci. El Sr. Pucci puede ser localizado en el teléfono (510)747-4325 o el correo electrónico mpucci@alamedahsg.org. Podrá encontrar una copia del procedimiento de reclamaciones de la Sección 504 de la Ciudad en línea en la página web www.alamedahsg.org.

阿拉美達市府

有關2010-11財政年度CDBG計劃 第一號重大修正案的公聽會公告

阿拉美達市獲聯邦住房及都市發展部(HUD)列入社區發展撥款計劃(CDBG)受益城市。市議會將於2010年11月16日開會，討論從2010年7月1日至2011年6月30日的2010-11財政年度行動計劃修正案，歡迎公眾出席並發表意見。該修正案草案將為CDBG計劃撥出31萬6,961元，細列如下：

- 向阿拉美達角合作計劃(Alameda Point Collaborative)的一個垃圾處理站撥出\$82,000
- 向阿拉美達市男女童軍撥出\$58,500以購買廚房設備
- 向市府的居屋復原計劃撥出\$163,211
- 撥出\$13,250以維持阿拉美達市消防局的防險計劃(又稱耆英安全計劃)

可供公眾評估

從2010年10月15日起，2010-11財政年度行動計劃第一號修正案草案將向公眾提供。民眾可在辦公時間到阿拉美達市所有公立圖書館，或者市府書記官辦公室（地址：2263 Santa Clara Ave.）和阿拉美達市公屋局（地址：701 Atlantic Avenue）索取。草案也可在市政府網頁www.ci.alameda.ca.us和公屋局網頁www.alamedahsg.org瀏覽。

市議會聽取民意

對該草案的書面意見可在2010年11月2日下午5時前送至公屋局（地址見上）。市議會將在2010年11月16日下午7時召開例會，討論該草案並聽取市民意見。會場地址是市府大樓：2263 Santa Clara Avenue。歡迎民眾出席並發表意見。有任何問題，可電(510) 747-4316或 (510) 522-8467 (TDD)洽Susie Brown。

為不諳英語民眾提供翻譯服務

阿拉美達市府一個能說45種語言的翻譯系統，可為有意獲得該市各種計劃資料的市民提供翻譯服務。只要有一定數量的不諳英語民眾出席這個公聽會並在至少五個工作日前作出通知，市府保證到時有翻譯員在場提供翻譯服務。請電 (510)747-4316或(510) 522-8467 (TDD)與市府工作人員聯絡，或送電子郵件至sbrown@ci.alameda.ca.us。

為殘障人士提供服務

只要提前兩個工作日通知，市政府保證出席公聽會的殘障人士得到翻譯、閱讀和援助服務。會場設有殘障人士（包括使用輪椅者）專門座位。會議記錄可提供放大字體版本。會議錄音可向有需要者提供。若有其他合理的要求需要市政府特別照顧者，請在公聽會舉行前至少五個工作日電(510) 747-4316或 (510) 522-8467 (TDD)與市府工作人員聯絡，或電郵至sbrown@ci.alameda.ca.us。市府執行聯邦禁止殘障歧視504條例的協調員是Michael T. Pucci，他的電話是(510)747-4325，電郵信箱是 mpucci@alamedahsg.org。市府504條例投訴程序可瀏覽網頁www.alamedahsg.org。

- | | | |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞սք նշողո՞ւմ կատարե՞ք այս քանակազուտում, եթե խոսողո՞ւմ կամ կարողո՞ւմ եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ឈ្លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

- Cocher ici si vous lisez ou parlez le français. 13. French
- Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. 14. German
- Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. 15. Greek
- Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. 16. Haitian Creole
- अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। 17. Hindi
- Kos lub voj no yog koj paub twm thiab hais lus Hmoob. 18. Hmong
- Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. 19. Hungarian
- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. 20. Ilocano
- Marchi questa casella se legge o parla italiano. 21. Italian
- 日本語を読んだり、話せる場合はここに印を付けてください。 22. Japanese
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. 23. Korean
- ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. 24. Laotian
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. 25. Polish

- Assinale este quadrado se você lê ou fala português. 26. Portuguese
- Însemnați această căsuță dacă citiți sau vorbiți românește. 27. Romanian
- Пометьте этот квадратик, если вы читаете или говорите по-русски. 28. Russian
- Обележите овај квадратич уколико читате или говорите српски језик. 29. Serbian
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. 30. Slovak
- Marque esta casilla si lee o habla español. 31. Spanish
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. 32. Tagalog
- ให้กาเครื่องหมายลงในช่องสี่เหลี่ยมหรือพูดภาษาไทย. 33. Thai
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. 34. Tongan
- Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. 35. Ukrainian
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ 36. Urdu
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. 37. Vietnamese
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. 38. Yiddish