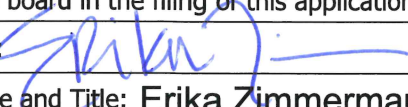


City of Lawrence CDBG/HOME Programs Grant Application

Revised 12/2024

Organization Name:	Lawrence Habitat for Humanity		
Mailing Address:	2108 W. 27th St., Ste. C, Lawrence, KS 66047		
Agency Address (if different than above):			
SAM.gov Unique Entity ID:	EKBUHDCGNKK5		
Contact Name:	Erika Zimmerman	Phone:	913-369-7037
Contact Title:	Executive Director		
Email:	director@lawrencehabitat.org		
Organization Mission Statement: Lawrence Habitat brings people together to build homes, communities, and hope. Lawrence Habitat seeks to be a partner and catalyst in building a community where everyone has the opportunity to thrive.			
Proposed Program or Activity Name: Critical Repair for Weatherization Assistance (CRWA)			
Proposed Program Address: multiple locations throughout Lawrence, KS			
Brief Summary of Proposed Program or Activity: One of four Lawrence residents rate their housing to be in poor or fair condition. Key critical repairs like plumbing, roofing, and heating/cooling are identified as the most urgent needs. The focus of this funding would be completing critical repairs on substandard roofing, inadequate windows and doors, and insufficient water heaters as the first step in helping homeowners qualify for the ECKAN Weatherization Assistance Program.			
Funding Requested:	\$110,000		
Request is:	39	% of project budget and	17 % of organization budget
Certification: "I certify that I have reviewed this application and that, to the best of my knowledge and belief, all of the information provided is true and correct. I also certify that I am officially authorized to represent the submitting organization by its governing board in the filing of this application."			
Signature: 			Date: 1/30/2025
Print Name and Title: Erika Zimmerman, Executive Director			
FOR HOUSING INITIATIVES STAFF USE ONLY			
Date Received:	Application :	Complete <input type="checkbox"/>	Incomplete <input type="checkbox"/>
Received by:			
Method Received:	Mail <input type="checkbox"/>	Hand Delivery <input type="checkbox"/>	Electronic <input type="checkbox"/>

Lawrence Habitat: Proposal for Critical Repair for Weatherization Assistance

NARRATIVE:

1. What is the situation, problem, or opportunity this grant will address?

One of four Lawrence residents rate their housing to be in poor or fair condition. Key critical repairs like plumbing, roofing, and heating/cooling are identified as the most urgent needs. Unfortunately, three out of four homeowners haven't made the much-needed repairs simply because they can't afford them. Living in a house in need of critical repair brings an increased risk of chronic illness and affects mental health when families are exposed to increased stress and anxiety.

The need for adequate, affordable housing is critical, beyond what we can support by only building new affordable housing. This funding would provide opportunity to support low-income homeowners already living in an established home with necessary repairs to keep the home safe, sustainable, and affordable. The focus of the critical repairs would be on replacing substandard roofing, inadequate windows and doors, and insufficient water heaters as the first step in helping homeowners qualify for the ECKAN Weatherization Assistance Program. Weatherization services save homeowners \$283 annually, on average, ultimately helping families remain in their homes by keeping sustainable and affordable.

2. How will the program or activity address one of the outcome areas identified in the City's Strategic Plan?

Home repair assistance is vitally important for addressing housing inequalities for homeowners with limited resources. Low-income homeowners are disproportionately likely to live in substandard housing, with little to no income available to invest in home repairs or improvements. Lawrence Habitat's critical repair programming directly addresses the City's strategic plan of creating "Strong, Welcoming Neighborhoods." Lawrence Habitat believes that affordable housing is a basic, fundamental right of every single person, and that stable shelter represents transformational change for families and our neighborhoods.

3. How will the program or activity address priority needs outlined in the Consolidated Plan?

The need for affordable housing is an issue in nearly every community, including Lawrence. As housing costs continue to increase, the number of affordable rental units or homes remain low for low-income families. By focusing on critical repair on our current housing stock, homes already occupied can remain stable and sustainable for families with limited budgets. By repairing affordable housing, Lawrence Habitat and the City of Lawrence will bring people and resources together to create affordable homes and communities, neighborhood improvement and stability.

4. How will the program or activity address one of the five work areas in the A Place for Everyone Plan?

Our critical repair programming which will support ECKAN's Weatherization Assistance will address the Affordable Housing arm of the A Place for Everyone plan. While a large focus is placed on

building new affordable housing and providing more equitable access to affordable housing, the current stock of housing also needs to be addressed to keep the plan moving forward. Affordable housing should cost less than 30% of a family's household income, but with the rising costs of housing and all things associated with housing, families are struggling to maintain their budgets. Housing repair and improvements are not feasible for families who are struggling to pay the mortgage and living costs. By providing critical repair to current affordable housing stock, families can remain in their homes safely and our community will benefit from improved housing.

5. How will this grant support the mission of your organization?

This grant would support our mission of bringing the community and resources together in creating a community where everyone has the opportunity to thrive. Our mission brings people together not only to improve housing, but as an essential process for building hope and belief that healthier communities are achievable and beneficial for all.

6. How many people will be served by this grant and what percentage are low- and moderate-income (describe method of verification)?

This grant funding will specifically focus on helping low-income families that otherwise would be deferred from qualifying for ECKAN's Weatherization Assistance Program. Our program serves applicants 0-80% AMI, however, our average applicant falls in the 0-40% AMI range. Repairs will vary based on project need, likely roofing, windows and doors, and water heater replacements, ranging in cost from \$3,500 to \$10,000 per project. With \$100,000 in project funding, we anticipate helping 10-20 low-income household families with critical repair.

Families are identified with an application and selection process, allowing us to identify projects with the highest need, and prioritizing projects that will allow homeowners to remain in their home safely. As a part of the application process, we require income verification, working with homeowner applicants to ensure repairs are cost effective and attainable for their individual budgets.

7. What resources are currently available to dedicate to the program or activity, including staff, volunteers, existing funds, and community partners?

Lawrence Habitat utilizes community partners like Senior Resource Center, Visiting Nurses Association, Jayhawk Area Agency on Aging, Independence Inc, and ECKAN to identify homeowners in need of home repair services, especially focusing on seniors, families, and marginalized populations in our community.

The need for repair support has far surpassed what we first imagined when developing this program in 2019. We currently serve approximately 30 homeowner families with repairs each year. As of now, we have 20 homeowner families approved for repairs through our application process waiting for available funding and/or contractors. Another 57 families are on the waitlist, waiting to apply.

Critical repairs are completed throughout the community, including both interior and exterior work done by licensed, insured contractors. We have recently been awarded funding through two grants, Affordable Housing Trust Fund and the Rice Foundation, specifically for critical repair projects. With

this additional funding, we will be hiring a Program Manager at Lawrence Habitat to work directly with partners and manage the home repair project pipeline.

8. How is this approach to the issue unique or collaborative and what gives it a high likelihood of success?

Critical home repairs are collaborative at every step of the process. Community partners are utilized to identify homeowners in need of repair support, and then if needed, work as a team to complete all the necessary repairs. This funding will allow us to work intensively with ECKAN to support homeowner families in need of repairs to qualify for the Weatherization Assistance Program.

Completing critical repairs on current affordable housing is highly successful in keeping families safe in their homes without causing additional disruption or additional repair needs in the future.

9. How will success be measured and how will you continue to fund this project once grant funds are expended?

Short term success is completing 10-20 critical repair projects for low-income families in the next year. These completed critical repairs will allow families who were once deferred to qualify for ECKAN's Weatherization Assistance Program.

Long term success will be measured by a homeowner's ability to remain in their home safely, preserving the asset as a long-term financial asset to their family, the neighborhood, and the community. Additional long-term success outcomes come from safe, affordable housing and include improvement in educational scores, increased positive health outcomes, and a higher level of civic and cultural engagement in the community.

Over 36 years of operation, Lawrence Habitat has achieved a strong and diverse revenue stream including a wide range of private funders and donors, as well as mortgage payment income and income from its wholly owned social enterprise, the Lawrence Habitat ReStore. These varied funding sources provide a stable and ongoing source of income that helps insure stable operations and project support.

10. What is the organization's timeline for achieving the objectives of the grant?

Once funding is awarded, Lawrence Habitat will partner with ECKAN to identify the homeowner families in need of critical repair and start the process of hiring contractors to complete the projects. The Program Manager will oversee the project timeline, partnerships, and funding.

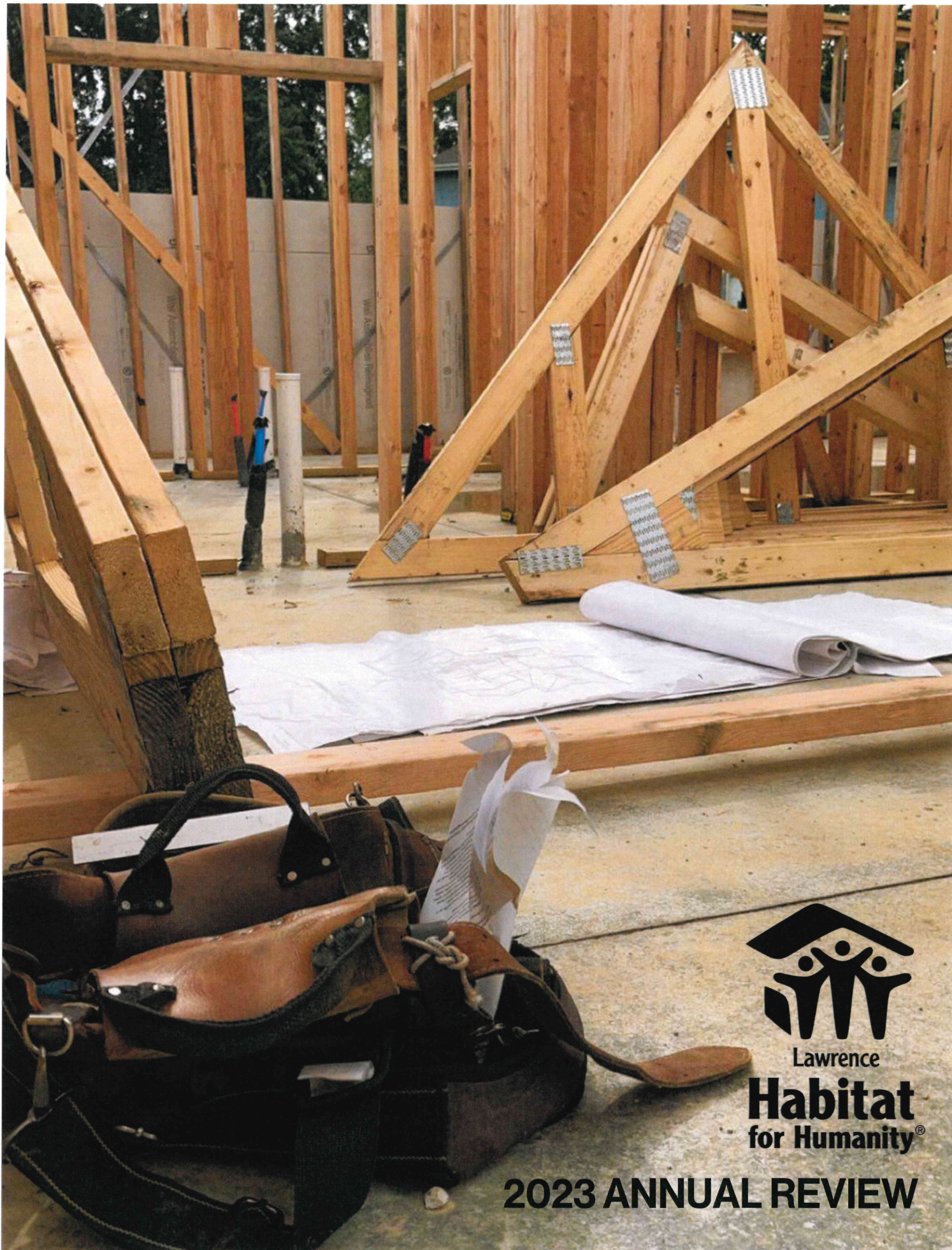
11. What other funding sources have been approached and what have the responses been?

Lawrence Habitat has recently received two grants specifically for Critical Repair, along with funding from our individual donors has been secured. Additional sponsors, donors, civic groups, faith-based organizations have been identified as prospective financial supporters. As this critical repair program continues to expand rapidly, this requested funding will provide leverage when applying for additional funding opportunities.

2025 Board of Directors

Name:	Phone #:	Employment	Email:
Landon Berquist	785-764-3433	Foundations Commercial	landon@foundationscommercial.com
Jacob Brewer	785-979-6309	Clark Huesemann	jbrewer@clarkhuesemann.com
George Diepenbrock- Secretary	785-423-0505	Douglas County Sheriff Office	g.diepenb@outlook.com
Mack Curry	702-606-0445	Stevens Brand Law	mcurry@stevensbrand.com
Heidi Garcia	785-760-0877	Watkins Memorial Health Center	hmgarcia@ku.edu
Leah Henderson	785-423-0146	Body Specific	office@bodyspecificllc.com
Chad Hess	785-766-7619	Elliott Insurance Group	chad@elliottinsurancegroup.com
Willie Johnson	785-766-0827	Hernly Associates	Williejohnson88@icloud.com
Chris Mann- V. President	785-979-2204	Mann Law Firm	chris@mannlawfirmkc.com
Kristina Mease- President	620-757-6672	Small Business Development Ctr.	kristinamease@ku.edu
Taylor Overton	619-380-0021	Kansas Dept. of Commerce	john.taylor@overton@gmail.com
Marsha Page- White	913-205-7530	Bert Nash	mpagewhite@bertnash.org
Maria Pope	785-766-0456	USD 497	mpope@usd497.org
Gary Pratt	913-205-4376	Meritrust Credit Union	gary.pratt@meritrustcu.org
Karena Schmitendorf	530-902-4334	EXP Realty	kschmitendorf@gmail.com
Doug Tilghman- Treasurer	785-691-6350	Retired Consultant	xjayhawk72@gmail.com
Robyn Wagner	785-341-4166	Bert Nash	rwagner@bertnash.org
Demetria White	785-979-3730	Bella Hair Extension Color Studio	demetria@rueschhoffs.com

Staff:	Phone #	Email
Erika Zimmerman, Executive Director	913-369-7037	director@lawrencehabitat.org
Stacie Schroeder, Assistant Director	785-221-9221	stacie@lawrencehabitat.org
Cass Fraga, ReStore Manager	913-353-4134	cass@lawrencehabitat.org
Barb Armbrister, Office Manager	785-832-0777	barb@lawrencehabitat.org
Pat Quaranta, Construction Manager	785-218-6684	construction@lawrencehabitat.org
Kelley Perme- Johnson, Event & Volunteer Manager	913-312-8049	kelley@lawrencehabitat.org
Program Manager (Home Repair and Homebuyer Services)	785-813-6406	hps@lawrencehabitat.org
Susan Schott, Administrative Assistant	785-832-0777	susan@lawrencehabitat.org



Lawrence

Habitat
for Humanity®

2023 ANNUAL REVIEW

a note from our executive director

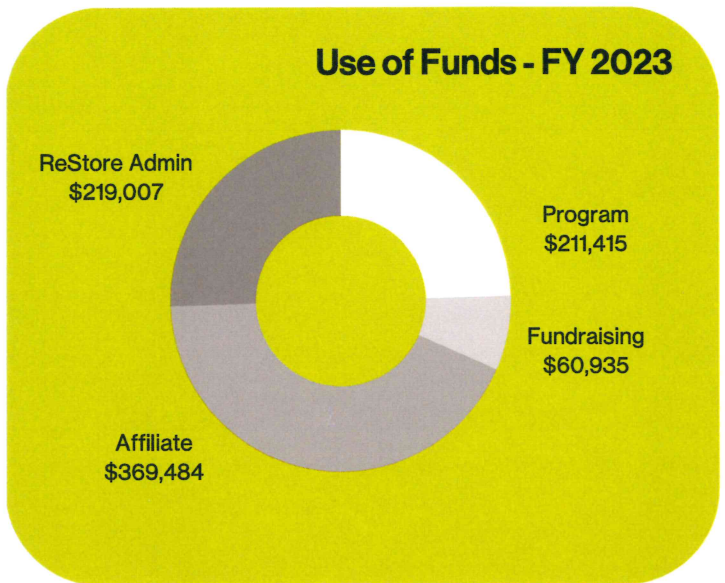
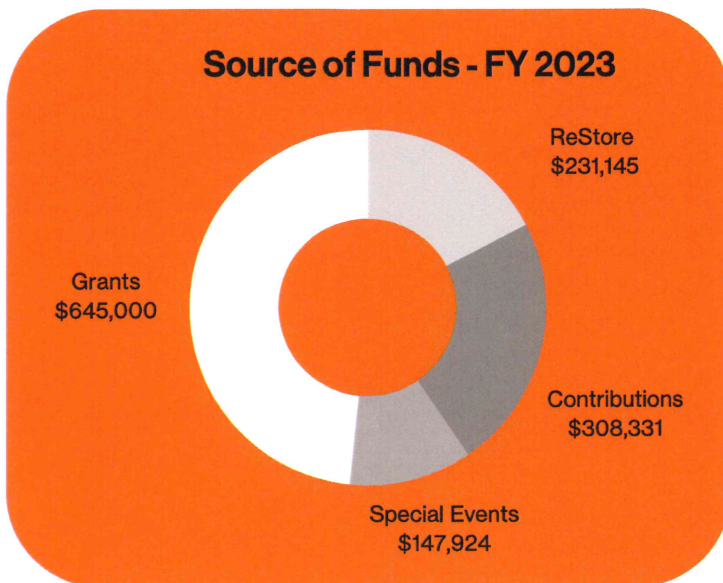
I've often thought that nonprofits do a disservice to their supporters when they label financial gifts or contributions of time and talent as simply donations. Financial donations and donations of time and talent are **INVESTMENTS** in our organization and should be recognized, talked about, and celebrated as such.

Your investment in housing transcends mere financial or volunteer support; it embodies a shared belief in the fundamental right to shelter and the transformative power it holds. Thanks to your compassion and generosity, countless individuals and families have found solace, security, and a renewed sense of hope within the walls of their very own home.

Your contributions have enabled us to expand our reach, repair and restore existing properties, and embark on new initiatives that address the evolving needs of our community. From keeping seniors safe and independent in their homes to offering supportive programs for families wanting to purchase a home, your investment has been instrumental in driving positive change and making homeownership become a reality for community members. We invite you to stay engaged with our work, witness the tangible results of your investment, and share in the stories of transformation that unfold within our community.

On behalf of the entire organization, I extend our deepest gratitude to each and every one of you for your extraordinary investment, compassion, and belief in our mission. Together, we are not just building houses; we are building futures, restoring dignity, and fostering hope for a brighter tomorrow. - Erika

a year in review



volunteer efforts

Volunteers help with every aspect of Habitat's mission, including working on the build site, providing family support, serving on committees, and raising funds.

of Volunteers: **605**

of Volunteer Hours: **8,547**



building sustainable housing

As the inaugural homeowner of Lawrence Habitat's moderate-income housing in Eudora, Madison and her son Wyatt left behind third-floor apartment life and the relentless cycle of renting. Madison is excited to establish roots for her family with a yard, a driveway, privacy, and all the benefits homeownership can offer. Wyatt has been preparing to be a homeowner his whole life, all four years. He's fascinated with appliances and all the details about how they work, and loves to do chores, especially laundry. Madison jokes, "He rattles off numbers and parts like he's worked on air conditioning units forever. He loves being in a home where he can be the #1 repairman on duty."

Lawrence Habitat is currently working on two additional moderate-income houses in Eudora. We plan to return to Lawrence in early summer to start work on our next low-income traditional build.



preserving homes one repair at a time



before

after



For the past several years, Lawrence Habitat has partnered with homeowners to complete critical work on homes in our community in desperate need of repair.

In the last year, Lawrence Habitat completed over 40 repairs, ranging from ramps to new HVAC systems, from new roofs to updated plumbing systems. This repairs program, which started out with smaller projects, quickly escalated into larger, more involved repairs as we've witnessed the greater need for home preservation in our community.

diversity, equity, and inclusion

Lawrence Habitat's mission calls us to put God's love into action by building homes, communities, and hope. We believe in order to live out this mission we must address our commitment to building hope for those in our community who have been systematically disadvantaged. With a grant from Douglas County Community Foundation, Lawrence Habitat completed a diversity, equity, and inclusion organizational assessment, along with a series of trainings for staff and board members.

When we learn better, we can do better. Lawrence Habitat will embrace and celebrate diversity in our staff, volunteers, and homeowners.



a look ahead... 2024 calendar of events

Thursday, May 2, 2024, 5:30 pm
ReCreate & Celebrate (BlueJacket Crossing Vineyard & Winery)

Friday, September 20, 2024, 7:00 pm
Women Build Gala

Sunday, December 8, 2024, 12:00 - 5:00 pm
Holiday Homes Tour

For more information on an upcoming event, please contact Stacie at stacie@lawrencehabitat.org.



2108 W. 27th St., Ste. C
Lawrence, KS 66047

Proposed Grant Budget	
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Lawrence Habitat: Critical Repair for Weatherization Assistance (CRWA)

Budget Items	Explanation	CDBG Funds	Other Funds	Total Funds
PERSONNEL				
Program Director		\$ 10,000.00	\$36,000	\$46,000
CRITICAL REPAIR FOR WEATHERIZATION ASSISTANCE				
Repair Projects	\$3,500-\$10,000 / Project	\$ 100,000.00	\$ 135,000.00	\$235,000
TOTAL PROJECT		110,000	171,000	281,000

"Other" Funding Sources				
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Private Donors	\$10,000			
Foundations	\$61,000			
City of Lawrence	\$100,000			
TOTAL	\$171,000			

LAWRENCE HABITAT FOR HUMANITY LIMITED ENGLISH PROFICIENCY PLAN

This Lawrence Habitat for Humanity (LHfH) Limited English Proficiency (LEP) Plan is established pursuant to and in accordance with Title VI of the Civil Right Act of 1964, Executive Order 13166, "Improving Access to Services for Persons With Limited English Proficiency," and the Department of Housing and Urban Development's (HUD) Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, dated January 22, 2007, and effective February 21, 2007.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall on the grounds 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.¹

EXECUTIVE ORDER 13166

Executive Order 13166 is titled Improving Access to Services for Persons with Limited English Proficiency. It was issued by President Clinton in 2000 to direct federal agencies to evaluate services provided and implement a system that ensures that Limited English Proficiency persons are able to meaningfully access the services provided consistent with and without unduly burdening the fundamental mission of each federal agency. The Executive Order includes the statement below.

Each Federal Agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.²

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT FINAL GUIDANCE

The Department of Housing and Urban Development (HUD) provided Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, dated January 22, 2007, and effective February 21, 2007.³

¹ 42 U.S. Code § 2000d – <https://www.gpo.gov/fdsys/pkg/USCODE-2008-title42/pdf/USCODE-2008-title42-chap21-subchapV.pdf>

² 65 FR 50121 – <https://www.gpo.gov/fdsys/pkg/FR-2000-08-16/pdf/00-20938.pdf>

³ 72 FR 2731 – <https://www.gpo.gov/fdsys/pkg/FR-2007-01-22/pdf/07-217.pdf>

WHAT IS LIMITED ENGLISH PROFICIENCY?

Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are limited English proficient, or "LEP."⁴

Language for LEP persons can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities.

HUD's 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 LEP persons.⁵ Pursuant to Executive Order 13166, the meaningful access requirement of the Title VI regulations and the four-factor analysis set forth in this LEP Guidance are to additionally apply to the programs and activities of federal agencies, including HUD.

LEP FOUR-FACTOR ANALYSIS

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors:

- (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 in 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 the HUD 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 nonprofit entities.

FACTOR 1: THE NUMBER OR PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY THE PROGRAM OR GRANTEE

The program area of LHfH consists of those individuals residing with Douglas County, KS with the vast majority of individuals served residing in the City of Lawrence. To identify the number or proportion of LEP persons served or encountered, 2010-2014 American Community Survey 5-Year Estimates for the City of Lawrence and Douglas County were used.

Individuals who self-identified as "Speak English Not Well or Not At All" were utilized in this analysis.

⁴ According to the 2010-2014 American Community Survey, more than 25 million persons living in the United States reported that they were LEP.

⁵ 24 CFR part 1 – <http://www.ecfr.gov/cgi-bin/text-idx?SID=f9f9c637d99813f2c854a38a4f2852f8&mc=true&node=pt24.1.1&rgn=div5>

Table 1 shows the number and the proportion of persons who are five years of age or older and who are identified as being LEP. As Table 1 discloses, only 1.7% of persons residing within the City of Lawrence and 1.5% of persons residing within Douglas County are identified as being LEP.

Table 1: Identifying Limited English Proficient Individuals

Jurisdiction	Total Population: 5 Years & Over	Speak English Less Than Well	%
Kansas	2,882,946	61,330	2.1%
Douglas County	113,703	1,655	1.5%
Lawrence	90,194	1,559	1.7%

Data Source: 2010-2014 American Community Survey 5-Year Estimates (Tables B01003 and B16005). ACS data is an estimate so these numbers have a certain level of margin of error associated with them.

Table 2, also derived from the 2010-2014 American Community Survey 5-Year Estimates, shows the number of LEP persons living in Lawrence and the three most common languages families spoken by LEP persons living in Lawrence (five years of age or older). Table 2 shows the following:

- 0.8% of the entire Lawrence population are Spanish speakers who speak "Speak English Less Than Well";
- 0.7% of the entire Lawrence population are Asian & Pacific Island Language speakers (including Chinese, Vietnamese, Thai, Laotian, Korean and Japanese) who "Speak English Less Than Well";
- 0.14% of the entire Lawrence population are Indo-European Language speakers (including Dutch, Italian, Russian, Portuguese, French or German) who "Speak English Less Than Well"; and
- Just under 0.1% of the entire Lawrence population are speakers of languages other than those otherwise identified who "Speak English Less Than Well".

Table 2: Language Spoken by LEP Persons

Jurisdiction	Total Population : 5 Years & Over	Speak English Less Than Well							
		Speak Spanish	% Spanish	Speak Other Indo-European Languages	% Other Indo-Euro	Speak Asian & Pacific Island Languages	% Asian & Pacific Island	Speak Other Languages	% Other
Kansas	2,882,946	46,814	1.6%	2,637	0.1%	10,027	0.3%	1,852	0.1%
Douglas County	113,703	710	0.6%	122	0.1%	734	0.6%	89	0.1%
Lawrence	90,194	708	0.8%	122	0.1%	649	0.7%	80	0.1%

Data Source: 2010-2014 American Community Survey 5-Year Estimates (Tables B01003 and B16005). ACS data is an estimate so these numbers have a certain level of margin of error associated with them.

HUD has adopted a “safe harbor” for translation of *written* materials. The Guidance identifies actions that will be considered strong evidence of compliance with Title VI obligations. The table below sets forth “safe harbors” for written translations. Failure to provide written translations under these cited circumstances does not mean that the recipient is in noncompliance. Rather, the “safe harbors” provide a starting point for recipients to consider:

- Whether and at what point the importance of the service, benefit, or activity involved warrants written translations of commonly used forms into frequently encountered languages other than English;
- Whether the nature of the information sought warrants written translations of commonly used forms into frequently encountered languages other than English;
- Whether the number or proportion of LEP persons served warrants written translations of commonly used forms into frequently encountered languages other than English; and
- Whether the demographics of the eligible population are specific to the situations for which the need for language services is being evaluated. In many cases, use of the “safe harbor” would mean provision of written language services when marketing to the eligible LEP population within the market area. However, when the actual population served (e.g., occupants of, or applicants to, the housing project) is used to determine the need for written translation services, written translations may not be necessary.

The table below sets forth “safe harbors” for written translations.

Size of language group	Recommended provision of written language assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required

In sum, no LEP language group has more than 1,000 in number in the program area, and only 1.5% of the total population within the program area is identified as being LEP. The largest majority of LEP persons within the program area speak either Spanish or an Asian and Pacific Islander language.

FACTOR 2: THE FREQUENCY WITH WHICH LEP PERSONS COME IN CONTACT WITH THE PROGRAM

While relatively small, the LEP population in the Lawrence program area is growing, increasing the probability that LHfH will interact with LEP persons in the future. However, to date, LHfH has received no requests, formal or otherwise, by LEP persons seeking the translation of documents or interpreters at public meetings.

FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY THE PROGRAM TO PEOPLE'S LIVES

Federal HOME Funds are regularly used by LHfH in its affordable housing production program and positively impacts the lives of many LHfH applicant households. Other activities, including direct client services or home ownership education programs, are important to all LHfH partner families and could have interaction with LEP individuals.

FACTOR 4: THE RESOURCES AVAILABLE TO THE GRANTEE/RECIPIENT AND COSTS

The fourth and final factor of the analysis weighs the preceding three factors to assess the needs of LEP persons within the program area against the resources available to LHfH and the costs of providing access. As shown above, there is a very small population of LEP persons within the City of Lawrence. Given the small size of the LEP population, there does not appear to be a need to produce documents, programs, and general information in languages other than English. Moreover, based on the LHfH budget, such a plan would, at the present time, be cost prohibitive. This LEP Plan will be reviewed on an ongoing basis to assess whether there are any significant changes in need to provide meaningful access to LEP persons.

LANGUAGE ACCESS PLAN

IDENTIFYING LEP INDIVIDUALS WHO MAY NEED ASSISTANCE

When encountering a LEP person, LHfH staff will use *Language Identification Flashcards* to identify that person's primary language. The Census Bureau developed the flashcards, which can be accessed at www.lep.gov/ISpeakCards2004.pdf.

The LHfH will also make *Language Identification Flashcards* available to the public through its website, at all public meetings, and in the Development Services office.

Once a LEP person's primary language is identified using the flashcards, LHfH staff will assess the feasibility of providing written translation service and/or oral interpretation assistance for the LEP person. LHfH will keep an active file of available translation services available in the LHfH office.

LANGUAGE ASSISTANCE MEASURES

In the event LHfH should receive a request for assistance in a language other than English, staff members will take the name and contact information of the person and will arrange for translation or translator services depending upon the request. The University of Kansas, through its various language departments, may also provide assistance. Finally, if the required language is not available and formal interpretation is required, staff shall use the telephone interpreter service, Language Line at 1-800-752-6096.

The LHfH website may be translated into a number of different languages using a free online translation services such as *Google Translate*. Similarly, agendas, minutes, and other documents posted online, can be translated as well.

Outside of those services, because LHfH staff is small and does not possess in-house translation capabilities or expertise, LHfH staff can only assist LEP persons, but cannot accurately assess or guarantee the accuracy of translation services provided by others. If there is an expressed need for other translation methods such as Sign Language or Braille materials, LHfH will determine

the feasibility and possibilities of providing these services as well. Within its limited budget and capabilities, LHfH pledges that it will, to the best of its abilities, provide meaningful access to LEP persons.

LHfH STAFF TRAINING

Current staff members and incoming staff members will be briefed on LHfH's LEP Plan and how to assist LEP persons. They will also be instructed to keep a record of language assistance requests so that needs may be accurately assessed in the future.

DISSEMINATION

LHfH will maintain copies of this LEP Plan in its administrative offices. Any person or agency requesting a copy of the LEP Plan will be provided a copy.

COMPLAINTS

Individuals may file administrative complaints with HUD alleging violations of Title VI because the HUD recipient failed to take reasonable steps to provide meaningful access to LEP persons. The local HUD office will intake the complaint, in writing, by date and time, detailing the complainant's allegation as to how the HUD recipient failed to provide meaningful access to LEP persons. HUD will determine jurisdiction and follow up with an investigation of the complaint.

If a person believes that a HUD federally assisted recipient is not taking reasonable steps to ensure meaningful access to LEP persons, that individual may file a complaint with HUD's local Office of Fair Housing and Equal Opportunity (FHEO). For contact information of the local HUD office, go to <http://www.hud.gov> or call the housing discrimination toll free hotline at 800-669-9777 (voice) or 800-927-9275 (TTY).