



CITY OF CARSON

CITIZEN PARTICIPATION PLAN

**COMMUNITY DEVELOPMENT BLOCK GRANT
PROGRAM**

***Prepared by the Community Development
Department***

***Updated August, 2016
(DRAFT)***

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I. INTRODUCTION

The City of Carson (City) has amended its Citizen Participation Plan (CPP) to ensure full compliance with Federal regulations. Pursuant to Section 104 of the Housing and Community Development Act of 1974 and U. S. Department of Housing and Urban Development (HUD) regulation (24 CFR 91, Subpart B), the City of Carson is required to adopt a Citizen Participation Plan that sets for the City's policies and procedures for citizen participation. Through the implementation of the City's Citizen Participation Plan, the public will be given the maximum feasible opportunity to participate in the development of the Five-Year Consolidated Plan, Annual Action Plan, substantial amendments to these Plans, and performance reports. Special assurances have been incorporated into the CPP to ensure participation of the following persons and groups:

- Extremely low-, low-, and moderate-income persons, particularly those living in slum/blight areas;
- Persons living in areas where Federal funds are proposed to be used;
- Residents of assisted housing;
- Low-income residents of target areas for revitalization;
- Members of minority groups;
- Non-English speaking persons and persons with limited English proficiency (LEP); and
- Persons with physical and/or mental disabilities.

II. DEFINITIONS

The following definitions are presented to help the public understand some of the terminology frequently used in the discussion of housing and community development issues. Some of these terms include language taken from HUD regulations governing the Consolidated Plan preparation process and may be found under 24 CFR 91.5. The following list is not inclusive, but highlights important terms, which will aid in the understanding of HUD issues. An extensive glossary of HUD terms is presented in the City of Carson's Five-Year Consolidated Plan. Please note that all regulations regarding Community Development Block Grant (CDBG) activities are on file with the City's Community Development Department.

Annual Action Plan (AAP) – An annual update to the Five-Year Consolidated Plan which highlights the activities to be conducted during a single program year in support of the priorities identified in the Consolidated Plan.

Area Benefit (or Low-/Moderate-Income Area Benefit) – Program activities provided on the basis of geographic area qualify for CDBG funding if they serve an area (usually census tract or block group areas) in which at least 51% of the residents are of low and moderate income. See also **Low- and Moderate-Income Neighborhood** and **Upper Quartile Exception** for additional clarification of the application of this term, particularly as it relates to the City of Carson.

Code of Federal Regulations (CFR) – A compilation of regulations issued by agencies of the Federal government for the implementation of, compliance with, and enforcement of statutes enacted by the U. S. Congress.

Community Planning and Development (CPD) – The division of HUD responsible for administering that Department's program(s) of formula-based financial assistance to states and units of local government (such as counties and cities)

Consolidated Annual Performance and Evaluation Report (CAPER) – An annual performance report of all HUD-funded CPD programs (CDBG, HOME, ESG, and HOPWA).

Consolidated Plan Program Year (see also Program Year) – The 12-month period for implementing HUD CPD programs. The program year shall begin on the first calendar day of a month.

Cost Burden – The extent to which gross housing costs, including utility costs, exceed 30% of gross income, based on data available from the U. S. Census Bureau.

Elderly Person – A person who is at least 62 years of age.

Extremely Low-Income Household – A household whose income does not exceed 30% of the median family income (adjusted for household size) for the Los Angeles/Long Beach/Santa Ana Metropolitan Statistical Area.

Large Family – Family of five or more persons.

Low-Income Household – A household whose income does not exceed 50% of the median income (adjusted for household size) of the median family income for the Los Angeles/Long Beach/Anaheim Metropolitan Statistical Area.

Low- and Moderate-Income Neighborhood – A census block group, or grouping of census block groups, in which a minimum of 51% of the residents have household incomes not exceeding 80% of the median family income for the Los Angeles/Long Beach/Anaheim Metropolitan Statistical Area. (However, see also **Upper Quartile Exception** for an exception to how this definition is applied that is particularly relevant to Carson.)

Moderate-Income Household – A household whose income does not exceed 80% of the median family income for the Los Angeles/Long Beach/Anaheim Metropolitan Statistical Area.

Program Year – For HUD CPD programs, the Program Year has been established as beginning on July 1 and ending on the succeeding June 30. The HUD CPD program year corresponds with the City's fiscal year.

Slum or Blighted Area – An area which meets a definition of a slum, blighted, deteriorated, or deteriorating area under state or local law, or where there is a substantial number of deteriorating or dilapidated buildings or improvements throughout the area.

Substantial Change/Substantial Amendment – For the purpose of the Five-Year Consolidated Plan and/or Annual Action Plan, a substantial change, which would necessitate the approval of a Substantial Amendment to the applicable Plan, is defined as follows:

- a) an increase or decrease greater than 100% of the activity allocation if the allocation is \$50,000 or more as listed in a published Five-Year Consolidated Plan or Annual Action Plan, or as amended; or
- b) an increase or decrease greater than \$50,000 of the activity allocation if the allocation is less than \$50,000 as listed in a published Five-Year Consolidated Plan or Annual Action Plan, or as amended; or
- c) an increase or decrease in an activity allocation greater than \$300,000; or
- d) a new activity not previously identified in the Five-Year Consolidated Plan.

The program administration activity category is not subject to the allocation limitations defined under substantial change.

No Substantial Amendment to a Five-Year Consolidated Plan or Annual Action Plan will be submitted to HUD without first being approved by City Council following a duly noticed public hearing on the Substantial Amendment conducted during a regular meeting of the City Council.

Upper Quartile Exception – Ordinarily, CDBG-funded activities that are provided on a geographic or area basis must serve an area in which at least 51% of the residents are of low- and moderate-income. However, CDBG regulations permit an exception for communities in which fewer than one quarter of the populated block groups in that jurisdiction contain 51% or more of persons of low- and moderate-income. In such communities, such activities must serve an area which contains a percentage of low- and moderate-income residents that is within the upper 25% of all Census block groups within that jurisdiction in terms of the concentration of low- and moderate-income residents. For Carson, that qualifying percentage has most recently been set at 38.9%.

III. DEVELOPMENT OF THE FIVE-YEAR CONSOLIDATED PLAN, ANNUAL ACTION PLAN, AND CITIZEN PARTICIPATION

This Citizen Participation Plan sets forth the City of Carson's policies and procedures for citizen participation. Listed below are key components that are designed to encourage citizen participation. (Refer also to the Timeline of Key Steps in the Five-Year Consolidated Plan/Annual Action Plan Process, in the Appendices to this document.)

A. PUBLICATION REQUIREMENTS

To provide for and encourage citizen participation, the City has established the following publication requirements:

1. Five-Year Consolidated Plan or Annual Action Plan

The City will publish a summary of the proposed Consolidated Plan or Action Plan in a newspaper of general circulation. The published summary will describe the following items:

- a) the purpose and content of the Consolidated Plan or Action Plan; and
- b) a list of the location where copies of the entire proposed Consolidated Plan or Action Plan may be examined.

Copies of the entire proposed Consolidated Plan or Action Plan will be available for public review at the following locations:

Office of the City Clerk
City of Carson
701 East Carson Street
Carson, California 90745

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

Los Angeles County Public Library
Carson Regional Branch
151 East Carson Street
Carson, California 90745

A copy of the proposed Consolidated Plan or Action Plan will also be placed on the City's website for public review.

The proposed Consolidated Plan or Action Plan will be available for public review for a minimum of 30 days.

2. Public Hearings

The City of Carson will conduct a minimum of two public hearings during different stages of each program year. One of the required public hearings will be conducted prior to the publication of the proposed Consolidated Plan or Action Plan.

All public hearing notices will be placed as a legal notice or display advertisement in the City's officially-designated outlet for legal advertising (presently *Our Weekly*), or another publication of general circulation, for a minimum of 14 days prior to the public hearing date.

3. Substantial Amendments to a Consolidated Plan or Action Plan

Citizens will be provided with a reasonable notice and an opportunity to comment on Substantial Amendments. All Substantial Amendments will be published in a newspaper of general circulation and will provide for a minimum public review and comment period of 30 days. The City will consider any comments received in writing, or orally at public hearings, regarding Substantial Amendments. A summary of these comments or views, and a summary of any comments or views not accepted and the reasons therefor, shall be attached to the Substantial Amendment of the Consolidated Plan or Action Plan, as applicable. No Substantial Amendment will be implemented prior to the expiration of the minimum 30-day public review and comment period.

Upon City Council approval of the Substantial Amendment, the City will make the approved Amendment public and notify HUD. A copy of each Substantial Amendment will be sent to HUD once approved. Letters transmitting copies of Substantial Amendments will be signed by the official representative of the City authorized to take such action.

4. Performance Reports

Citizens will be afforded the opportunity to comment on performance. The City will publish a summary of the draft Consolidated Annual Performance and Evaluation Report (CAPER) in a newspaper of general circulation. The published summary will describe the following items:

- a) the contents and purpose of the CAPER; and
- b) a list of locations where copies of the entire draft CAPER may be examined.

Copies of the entire draft CAPER will be available for public review at the following locations:

Office of the City Clerk
City of Carson
701 East Carson Street
Carson, California 90745

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

Los Angeles County Public Library
Carson Regional Branch
151 East Carson Street
Carson, California 90745

A copy of the draft CAPER will also be placed on the City's website for public review.

The City will consider any comments or views from citizens received in writing, or orally at public hearings, in preparing the CAPER. A summary of these comments or views shall be summarized and attached to the final CAPER.

The draft CAPER will be available for public review for a minimum of 15 days.

B. PROGRAM YEAR

The City of Carson operates the CDBG program on an annual cycle with a program year beginning July 1 and concluding on the succeeding June 30. The related citizen participation processes are divided into three phases:

- Development of the Consolidated Plan or Action Plan
- Amendments, and
- Performance reports

1. Development of the Consolidated Plan or Action Plan

This phase includes:

- Consultation;
- Public hearing(s), preparation of proposed Consolidated Plan or Action Plan; and
- Submission of Consolidated Plan or Action Plan to HUD

Consultation

The City of Carson will consult with other public and private agencies in the development of the Consolidated Plan or Action Plan to assist in identifying needs and

resources available within Carson and surrounding communities. Outside agencies that provide assisted housing, health services, and social services will be conducted, including but not limited to the following agencies:

- Public health organizations/child welfare agencies
- Adjacent local governments
- Public housing agency
- Organizations representing and/or providing services to the disabled

Public Hearing

The City of Carson will conduct a minimum of one public hearing prior to the publication of the proposed Consolidated Plan or Action Plan. In an effort to encourage public participation, the City may conduct public hearings in a community forum setting.

The City of Carson will conduct public hearings at locations and times that are convenient to the public, particularly those persons affected by program resources. In addition, public meetings will be held at locations equipped to accommodate persons with physical disabilities. Translation services will be provided to persons of limited English proficiency (LEP) upon advanced requests. Citizens and other organizations are urged to contact the City at least five working days prior to a public hearing if they will need translation services, physical disability services, or other special assistance.

A public notice will be placed as a legal and display advertisement in *Our Weekly*, or another newspaper of general circulation, for a minimum of 14 days prior to any public hearing.

Preparation of the Proposed Consolidated Plan or Action Plan

All comments received at the public hearing(s) conducted prior to the publication of the proposed Consolidated Plan or Action Plan will be considered in the preparation of that Plan.

Upon completion of the proposed Consolidated Plan or Action Plan, the City will publish a summary of the proposed Plan in a newspaper of general circulation. The published summary will include the following items:

- a) a description of the contents and purpose of the Consolidated Plan or Action Plan; and
- b) a list of the locations where copies of the entire proposed Consolidated Plan or Action Plan may be examined.

Copies of the entire proposed Consolidated Plan or Action Plan will be available for public review at the following locations:

Office of the City Clerk
City of Carson
701 East Carson Street
Carson, California 90745

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

Los Angeles County Public Library
Carson Regional Branch
151 East Carson Street
Carson, California 90745

The proposed Consolidated Plan or Action Plan will be available for public review and comment for a minimum of 30 days. In addition, a reasonable number of free copies of the Consolidated Plan or Action Plan will be made available to citizens and groups upon request. In addition, a copy of the proposed Consolidated Plan or Action Plan will be placed on the City's website.

Submission of the Consolidated Plan and Action Plan to HUD

After the conclusion of the 30-day public review and comment period, City Council will adopt the Consolidated Plan or Action Plan pursuant to HUD regulations and will direct staff to prepare a final Consolidated Plan or Action Plan. A summary of all comments or views, and a summary of any comments or views not accepted and the reasons therefor, shall be attached to the final Consolidated Plan or Action Plan. The final Consolidated Plan or Action Plan will be submitted to HUD, pursuant to regulations, at least 45 days prior to the start of the program year in which said Plan will take effect.

2. Amendments

The City shall amend the approved use of CDBG funds in the Five-Year Consolidated Plan or Annual Action Plan whenever one of the following decisions is made:

- a) to make a change in allocation priorities, or a change in the method of the distribution of funds;
- b) to carry out an activity, using funds from any program covered by the Consolidated Plan or Action Plan (including program income), not previously described in the Consolidated Plan or the Action Plan, or;
- c) to change the purpose, scope, location, or beneficiaries of an eligible activity.

Criteria for a “substantial change” (necessitating a Substantial Amendment to a Consolidated Plan or Action Plan) are:

- a) an increase greater than 100% of the activity allocated if the allocation is \$50,000 or more as listed in a published Consolidated Plan or Action Plan, or as amended, or;
- b) an increase greater than \$50,000 of the activity allocation if the allocation is less than \$50,000 as listed in a published Consolidated Plan, or as amended; or
- c) an increase or decrease in an activity allocation greater than \$300,000; or
- d) a new activity not previously described in a published Consolidated Plan, or as amended.

All Substantial Amendments to the Consolidated Plan or Action Plan are subject to the CPP and will follow the publication requirements as stated earlier in this document. The City will publish a public notice in a paper of general circulation to solicit public comment on any Substantial Amendment. The public review and comment period shall be for a minimum of 30 days. The City will consider any comments received in writing, or orally at a public hearing, regarding Substantial Amendments. A summary of these comments or views, and a summary of any comments or views not accepted and the reasons therefor, shall be attached to the Substantial Amendment. No Substantial Amendment will be implemented prior to the expiration of a minimum 30-day public review and comment period.

All Substantial Amendments shall be approved by City Council. Upon City Council approval of a Substantial Amendment, the City will make the approved Amendment public and will notify HUD. A copy of each Substantial Amendment will be sent to HUD upon approval. Letters transmitting copies of Substantial Amendments will be signed by the official representative of the City authorized to take such action.

3. Performance Reports

Consolidated Annual Performance and Evaluation Report (CAPER)

The City annually reviews and reports on, in a form prescribed by HUD, the progress it has made in carrying out its Consolidated Plan and Action Plan. The CAPER includes a description of the resources made available, the investment of available resources, the geographic distribution and location of investments, the families and persons assisted (including the racial and ethnic status of persons assisted), actions taken to affirmatively further fair housing, and other actions indicated in the Consolidated Plan and Action Plan.

The City will publish a summary of the draft CAPER as an advertisement in a newspaper of general circulation. The published summary will describe the following items:

- a) the contents and purpose of the CAPER; and
- b) a list of the locations where the copies of the entire draft CAPER may be examined.

Copies of the entire draft CAPER will be available for public review at the following locations:

Office of the City Clerk
City of Carson
701 East Carson Street
Carson, California 90745

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

Los Angeles County Public Library
Carson Regional Branch
151 East Carson Street
Carson, California 90745

A copy of the draft CAPER will also be placed on the City's website.

The City will consider any comments or views of citizens received in writing, or orally at public hearings, in preparing the CAPER. A summary of these comments or views will be attached to or included as an appendix to the CAPER.

The draft CAPER will be available for public review for a minimum of 15 days.

Submission of Performance Reports to HUD

The City will submit the performance report to HUD no later than 90 days following the conclusion of the program year to which it applies, pursuant to HUD regulations.

C. ROLE OF THE CITYWIDE ADVISORY COMMISSION

City Ordinance 08-1399, adopted February 6, 2008, provides that the Citywide Advisory Commission shall act in an advisory capacity to the City Council, staff, and City consultants on those matters that deal with evaluation of community-wide issues in

relation to Community Development Block Grant funding, census activities, and special funding requests. This includes the following:

- Playing a role in developing needs data and recommending the establishment of priorities among needs;
- Assisting in refining long- and short-term community development objectives;
- Discussing and expressing preferences among specific program options;
- Reviewing and commenting on community development strategy;
- Facilitating all or a portion of the requirements for citizen participation in Federally funded programs per Title 24 CFR Section 91.105, at the discretion of the City Council (including the conduct of public hearings); and
- Providing a forum for the exchange of information and input with the City Council and local citizens on the Community Development Block Grant program, census activities, and special funding requests.

IV. ACCESS TO RECORDS

The City will ensure timely and reasonable access to information and records related to:

- a) the development of the Consolidated Plan; and
- b) CDBG program expenditures for the past five years.

Information to be made available included the following items:

- adopted Consolidated Plan or Action Plan;
- Substantial Amendments;
- performance reports;
- meeting minutes; and
- public comments.

Requests for information and records must be made to the City of Carson in writing. Staff will make every attempt to respond to such requests within fifteen (15) business days, or as soon as possible thereafter. Upon request, these items will also be made available in a form accessible to persons with disabilities.

V. TECHNICAL ASSISTANCE

Upon request, the City will provide technical assistance to groups, especially those representing extremely low-, low-, and moderate-income persons, to develop funding requests for CDBG-eligible activities. Technical assistance will be provided as follows:

- Answer, in writing, all written questions and answer verbally all verbal inquiries received from citizens or representatives of groups asking questions on how to write or submit eligible program or project proposals.
- Meet with groups or individuals as requested, to assist in identifying specific needs and to assist in preparing project proposal applications.

VI. COMMENTS AND COMPLAINTS

1. Comments

Individual citizens, as well as units of general local government, are encouraged to state or submit their comments during the development of the Consolidated Plan, Action Plan, Substantial Amendments, and annual program performance reports. Written and verbal comments received at public hearings or during the public review and comment period will be considered and summarized, and included as an attachment to the appropriate document. Every effort will be made to respond within fifteen (15) business days in writing to those who submit written proposals or comments.

Current copies of the complete final Consolidated Plan, Action Plan, Substantial Amendments, and annual performance reports are available at the following locations:

Office of the City Clerk
City of Carson
701 East Carson Street
Carson, California 90745

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

Written comments should be addressed to the Community Development Department.

2. Complaints

Complaints, inquiries, and other grievances regarding the Five-Year Consolidated Plan or Annual Action Plan, Consolidated Plan or Action Plan activities, Substantial

Amendments to the Five-Year or Annual Plan, and/or annual performance reports may be directed in writing to:

City of Carson
Community Development Department
701 East Carson Street
Carson, California 90745

The City of Carson will accept and respond within 15 days (when practicable) to any and all such written complaints provided that they specify:

- (1) A description of the objection, including supporting facts and data.
- (2) Name, address, and telephone number of the complainant, and a date of the complaint.

Interested parties may also formally object to approval of the City's Five-Year Consolidated Plan, Annual Action Plan, Substantial Amendments to the Five-Year or Annual Plan, and/or annual performance reports by submitting their comments directly to HUD at:

U. S. Department of Housing and Urban Development
Office of Community Planning and Development
Los Angeles Field Office – Region IX
300 North Los Angeles Street, Suite 4054
Los Angeles, CA 90012

VII. LIMITED ENGLISH PROFICIENCY (LEP) SERVICES

Translation services will be provided at public hearings wherever a significant number of very low-, low-, or moderate- income residents, residents of low- and moderate- income or blighted neighborhoods, or persons otherwise affected by CDBG-funded program services are identified as speaking or reading a primary language other than English. For more specific details on LEP services provided by the City, please see the City's Limited English Proficiency Plan, which is included as an appendix to this Citizen Participation Plan.

VIII. ACCOMMODATIONS FOR PERSONS WITH PHYSICAL DISABILITIES

All public hearings, meetings of the City Council, and meetings of the Citywide Advisory Commission will be held at public facilities that are accessible to the physically disabled, such as Carson City Hall (701 East Carson Street) and the Congresswoman Juanita Millender-McDonald Community Center (801 East Carson Street). Additionally, the

offices of the City's Community Development Department, at which written program materials are available, are located in the disabled-accessible City Hall.

Persons requiring additional physical disability services or other special assistance in connection with such meetings or public hearings are requested to contact the Community Development Department at least five working days prior to the date of that meeting. Such an advisory will be included within the text of all publicly posted notices of such public meetings and/or public hearings.

Persons who would like information on the City's compliance with Section 504 of the Rehabilitation Act of 1973 of the Americans with Disabilities Act of 1990 should contact Keith Bennett in the Community Development Department, City of Carson, 701 East Carson Street, Carson, California 90745, (310) 830-7600, extension 1310, or via e-mail at kbennett@carson.ca.us .

IX. OUTREACH TO MINORITY AND ETHNIC SOCIAL SERVICE ORGANIZATIONS

Carson is one of the most diverse communities in Southern California. The City of Carson, through its Public Information Office, maintains a listing of a broad range of churches, social clubs, community associations, ethnic service organizations, and other civic entities active within or serving the City. From that list, staff of the Community Development Department has developed a list of over 30 organizations serving various ethnic groups represented among the local population, and this list will be expanded as staff becomes aware of additional such organizations. That list is included as an appendix to this Citizen Participation Plan. Community Development Department staff will enlist the assistance of the Public Information Office in directing copies of public hearing notices, informational materials about and requests for proposals for program services, and other written materials to those organizations.

Because this list of minority and ethnic service organizations includes segments of the City's population likely to be in need of or benefit from assistance services (such as translation and interpretation services) directed to persons with limited English proficiency, City staff will also actively enlist the assistance of these organizations in the implementation of its Limited English Proficiency (LEP) Plan (also included as an appendix to this Citizen Participation Plan), and will disseminate written information on program services in the requisite respective languages to these organizations.

X. OUTREACH TO ORGANIZATIONS REPRESENTING AND/OR PROVIDING SERVICES TO THE DISABLED

The City of Carson values highly the input of its disabled residents, and is committed to ensuring that its programs and services, and the information regarding those programs and services, are provided effectively to persons with disabilities. To that end, the City will pursue an outreach strategy that will include the following

- At a minimum, the City will direct copies of public hearing notices, informational materials about and requests for proposals for program services, and other written materials to a list of over 30 local organizations that the Community Development Department has developed that represent and/or provide services to the disabled community. The current list of these organizations is included as an appendix to this Citizen Participation Plan.
- The City will elicit input from these organizations on further refinements to its outreach strategy to the disabled by means of a survey. The initial survey is also included as an appendix to this Citizen Participation Plan.
- The City will form an advisory group composed of representatives of the disabled community to advise the City on programs, services, policies, and procedures affecting its disabled residents. The aforementioned survey will serve as one means of identifying and recruiting individuals to serve on this advisory group.

XI. ANTI-DISPLACEMENT AND RELOCATION

In the event that any residential displacement and relocation will result from program activity, the City of Carson ensures that, prior to carrying out the program activity, the City will develop an Anti-Displacement and Relocation Plan in connection with that program activity.

In the event that any acquisition and/or relocation must take place in order to carry out a program activity, the City will also comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, and implementing regulations at 49 CFR Part 24.

XII. MONITORING AND EVALUATION

The City of Carson Community Development Department or its designee is responsible for monitoring activities implemented pursuant to the Consolidated Plan or Action Plan. The Department will perform annual monitoring of all activities to ensure compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements.

XIII. ASSURANCES

The City of Carson's CPP is made available to the public and upon request. Reasonable efforts are made to make the CPP available in a format accessible to persons with disabilities.

Amendments and revisions to the CPP require City Council approval. Prior to City Council approval, the draft revised CPP is made available for public review and comment for at least 30 calendar days in a manner similar to that for Substantial Amendments to a Five-Year Consolidated Plan or Annual Action Plan.



CITY OF CARSON

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

***Prepared by the Community Development
Department***

Updated August, 2016

CITY OF CARSON

LIMITED ENGLISH PROFICIENCY PLAN

PLAN PURPOSE

This City of Carson Limited English Proficiency (LEP) Plan is established pursuant to and in accordance with Executive Order 13166. "Improving Access to Services for Persons With Limited English Proficiency". Title VI of the Civil Rights Act of 1964, and the U. S. 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.

LEP persons are those whose proficiency in speaking, reading, writing, or understanding English is such that it would deny or limit their meaningful access to programs and services provided by the City of Carson if language assistance were not provided.

Executive Order 13166 was adopted to ensure meaningful access to federally conducted and federally assisted programs and activities to persons who, as a result of national origin, are limited in their English proficiency.

The City's Community Development Department is responsible for developing, implementing, and monitoring compliance with this Plan.

CITY POLICY

The City of Carson (Carson) is committed to ensuring that programs and resources are accessible to LEP persons, without discrimination on the basis of national origin. Carson is further committed to providing translation assistance to LEP persons whose primary language group constitutes 5% or more of the City of Carson's population.

FOUR-FACTOR ANALYSIS

As a recipient of federal funding, Carson is required to take reasonable steps to ensure meaningful access to its programs and activities by LEP persons. The following four-factor analysis is the starting point for creating a Plan which balances LEP needs and assistance measures provided.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee.

At the time of the 2010 U. S. Census, Carson had a population of 91,714. While the U. S. Census Bureau has issued a population estimate for the City as of July 1, 2015 of 93,281, this estimate is not broken down by population segment. The Census Bureau's 2014 American Community Survey (ACS), which reflects a different population figure (92,475) for the city, does present relative breakdowns by population segment, so the population breakdowns used in this narrative are from the 2014 ACS unless otherwise indicated. The 2014 ACS indicates that 65.6% of the city's residents are native-born, and 34.4% are foreign-born.

The population of Carson reflects a multi-culturally diverse community. Racial and ethnic minorities represent a rapidly growing segment of the population. Approximately 76% of the city's population in 2010 was non-white, as compared to approximately 43% for California as a whole. Persons of Hispanic or Latino origin, regardless of race, were the largest ethnic group, comprising 38.6% of the population, followed by Asians (25.6%), African Americans and Caucasians (both 23.8%), Native Hawaiian and Other Pacific Islanders (2.6%), and American Indians/Alaska Natives (0.6%).

Of critical concern for the development of this Plan is the language spoken at home, which as reflected in the 2014 ACS (which reflects a different total population, 92,475, in the city) is detailed as follows:

LANGUAGE SPOKEN AT HOME		
	Number	Percent
Population 5 years and over	86,945	100.0
English only	40,306	46.4
Language other than English	46,639	53.6
Speak English less than "very well"	19,140	22.0
Spanish	26,258	30.2
Speak English less than "very well"	10,227	11.8
Other Indo-European languages	919	1.1
Speak English less than "very well"	201	0.2
Asian and Pacific Islander languages	18,220	21.0
Speak English less than "very well"	8,380	9.6
Other languages	1,242	1.4
Speak English less than "very well"	332	0.4

HUD has provided "safe harbor" guidance which establishes language group size thresholds as the basis for determining the minimum required written materials LEP assistance.

1000 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 <i>and</i> more than 50 in number.	Translated vital documents.
More than 5% of the eligible population or beneficiaries <i>and</i> 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 <i>and</i> less than 1,000 in number	No written translation is required.

The above 2014 ACS table reflects that Spanish is the largest language group which may require the provision of LEP assistance, with 30.2% of the city's population indicating the primary use of Spanish at home, and the Spanish-speaking population indicating that they speak English less than "very well" comprising 11.8% of the city's population.

The number of persons speaking Asian and Pacific Islander languages at home totals 18,220, and it is important to note that of this amount, 8,380 persons indicated that they spoke English less than "very well", or approximately 9.6% of the population five years of age and older.

While a detailed breakdown of the Asian distribution from the 2010 Census was available, as of the writing of this report, a similar breakdown of the Native Hawaiian and Other Pacific Islander distribution could not be found. However, the Census Bureau's 2014 ACS information for Carson (which, as noted earlier, reflects a total city population of 92,475) does provide such a breakdown. Consequently, the distribution of the city's Asian and Native Hawaiian/Other Pacific Islander population is reflected in the table below.

	Number	Percentage
Asian	23,913	25.9
Asian Indian	431	0.4
Chinese	587	0.6
Filipino	19,642	21.2
Japanese	572	0.6
Korean	566	0.6
Vietnamese	737	0.8
Other Asian	1,438	1.6
Native Hawaiian and Other Pacific Islander	2,027	2.2
Native Hawaiian	185	0.2
Guamanian or Chamorro	278	0.3
Samoan	1,250	1.4
Other Pacific Islander	314	0.3

Considering the distribution reflected in the above table, persons of Filipino ethnicity, with a population of 19,642 persons (21.2% of the city's total 2014 population) represents a potential area of examination for the provision of LEP assistance. Filipinos constituted approximately 75.7% of the Asian and Native Hawaiian/Other Pacific Islander category in 2014, and assuming a prorated application of this distribution to the 8,380 speakers of Asian and Pacific Islander languages who indicated that they speak English less than "very well" in 2014, would result in an estimated 6,344 persons, or approximately 7.3% of the city's population, who speak English less than "very well". Additionally, while Tagalog and English are the official languages of the Philippines, other major languages there include Spanish, Bicolano, Cebuano, Ilocano, Hilgaynon or Ilonggo. Kapampangan, Pangasinan, Arabic, and Waray-Waray. This array of languages further serves to dilute the number of LEP persons for any given language spoken by residents of Filipino ethnicity. However, given the above set of facts, the City finds it prudent to assume that the majority of these 6,344 persons are Tagalog speakers, and thus require the translation of vital documents into Tagalog.

The number of persons speaking primarily Indo-European languages at home was listed as 919 persons, with 201 indicating that they spoke English less than "very well", which when potentially distributed among the numerous Indo-European languages results in a relatively small percentage of the city's population.

Historic CDBG program inquiries, utilization, and outreach have reflected Spanish to be the largest language group in need of LEP assistance.

2. The frequency with which LEP persons come into contact with the program.

The City of Carson annually conducts a wide variety of programs utilizing HUD funding resources, inclusive of the following adopted 2016-2017 activities:

Adopted 2016-2017 CDBG Program Activity	Budget
CDBG Administration	
CDBG Program Administration	\$ 143,226
Subtotal	\$ 143,226
CDBG Public Service Cap Activities	
Fair Housing Services (Housing Rights Center)	\$ 24,630
Boys and Girls Clubs of Carson	\$ 10,074
Bridges Community Economic Development Corporation	\$ 10,074
Carson Coordinating Council (Carson Child Guidance Program	\$ 10,074
The Children's Clinic	\$ 10,074
Gang Alternatives Program	\$ 10,074
Los Angeles County Sheriff's Department Carson Gang Diversion Team	\$ 10,073
Office of Samoan Affairs	\$ 10,074
Positive Path Youth Development Center	\$ 10,074
South Bay Family Healthcare Center	\$ 10,074
Subtotal	\$ 115,295
CDBG Non-Public Service Cap Activities	
Residential Rehabilitation (Neighborhood Pride Program)	\$ 920,231
Scottsdale Townhouses Revitalization (Phase 2)	\$ 698,777
Commercial Rehabilitation (Commercial Loans and Grants)	\$ 100,000
Architectural Services (associated with Commercial Rehabilitation)	\$ 25,000
Rehabilitation Administration	\$ 120,254
Subtotal	\$1,864,262
CDBG TOTAL	\$2,122,783

Note: The above figures include reprogrammed unexpended prior years' funds in addition to Program Year 2016-2017 CDBG entitlement funds. .

For CDBG-funded activities, CDBG Administration and the capital projects (Commercial Rehabilitation Program) will generally not entail participatory contact with LEP persons. The Fair Housing activity and the various public service cap activities are expected to frequently entail participatory contact with LEP persons, however, these services are carried out by subrecipients who provide their services and information in a variety of languages. For example, the Fair Housing services contractor, the Housing Rights Center, provides services and information in such languages as Armenian, Cantonese, Cambodian, Korean, Mandarin, Russian, Vietnamese, and Spanish. Other subrecipients, particularly those whose clientele is heavily drawn from specific ethnic minorities, have the capacity to serve persons whose primary languages are those native to those ethnic groups. The City is committed to work with these subrecipients to emphasize the importance of providing LEP assistance and in developing the capacity to provide such assistance.

The residential rehabilitation programs (including the Scottsdale Townhouses Revitalization), as well as Rehabilitation Administration, have the greatest expectation of contact with LEP persons due to their degree of contact with residents. Consequently, the City has an enhanced duty to ensure reasonable access to these programs and services for LEP persons.

The foregoing data, staff experiences, and program participation data reveal that the greatest need for LEP assistance is within the Spanish speaking community.

3. The nature and importance of the program, activity, or service provided by the program to people's lives.

CDBG-funded activities positively impact the lives of all of the City's residents. However, as previously discussed, there are a number of federally-funded activities which provide substantial direct benefits to participants:

Program	Benefits
Residential Rehabilitation (Neighborhood Pride Program)	Long-term preservation of affordable housing.
Fair Housing Services	Resolution of discriminatory acts to ensure equitable access to decent housing, and mediation services to resolve landlord-tenant disputes.
Boys and Girls Clubs of Carson	Youth services
Bridges Community Economic Development Corporation	Educational support program (tutoring, college preparation).
Carson Coordinating Council (Carson Child Guidance Program)	School-based mental health and counseling program
The Children's Clinic	Comprehensive health care for uninsured children and their families
Gang Alternatives Program	Gang prevention curriculum in elementary schools
Los Angeles County Sheriff's Department Carson Gang Diversion Team	Public safety/youth services/gang diversion program
Office of Samoan Affairs, Inc.	Social services for youth, elderly, families, and homeless/persons at risk of homelessness
Positive Path Youth Development Center	Juvenile probation placement and supportive services to at-risk youth in a residential setting.
South Bay Family Healthcare Center	General medical services for uninsured and underinsured community residents.

4. The resources available to the grantee/recipient and costs.

The City of Carson presently has bilingual (English/Spanish) staff available for the provision of interpretation services in all facilities where the City is the direct provider of federally funded services. It also has a complement of employees fluent in the following languages who are called upon to provide interpretation services as needed: Tagalog, Vietnamese, and Chinese, as well as Spanish. Bilingual staff services are compensated as an employee benefit in the form of bilingual

pay, funded by the fund to which the employee's services are charged. At present, such employees (numbering over 40 as of July 21, 2016) receive an additional \$50.00 per month. In order to qualify for this bilingual proficiency compensation, employees must pass an oral examination administered and scored by the Los Angeles Unified School District. (Though persons of Samoan ethnicity are found in substantial numbers within the City's population and among its workforce, as of the writing of this report, no employee is presently receiving bilingual pay for providing interpretation services in the Samoan language.)

In addition to oral interpretation services provided by bilingual staff, translation (written) services are also available for any required documents by the bilingual staff or by contracted services secured by the City.

PLAN TO INCREASE LEP RESOURCES

Based on the foregoing "Four Factor Analysis", the greatest needs for LEP resources are for the provision of Spanish and Tagalog language services. In an effort to meet these needs, the City will provide the following:

1. While interpretation services are available in varying degrees at the various service provision venues, enhanced efforts are required in the provision of translation services for vital federally funded program documents.

Vital documents are those that contain information that is critical for obtaining or maintaining the services or benefits that are supported by federal funds, or that are required by law. Such documents may include but are not limited to outreach materials, applications, consent forms, notices of participant rights and responsibilities, disciplinary notices, letters or notices that require a response from the participant or beneficiary, legal notices, and notices advising LEP persons of the availability of free language services.

The City will perform written Spanish translations for all documents deemed vital for each program offered. Where HUD or other forms have been translated, and participant signature is required, the participant shall sign the English version of the form as the legally binding document, with the Spanish language translation attached. Translations that require signature shall carry the disclaimer that: "This document is a translation of a HUD-issued and/or required document. This translation is provided to you merely as a convenience to assist in your understanding of your rights and obligations. The English language version of this document is the official, legal controlling document. This translated document is not an official document."

2. Staff training will be conducted annually on the requirements of this plan, and its effective implementation at the staff, program, and project level, inclusive of resources available, sensitivity to LEP persons, and referral resources.
3. "Tag lines" will be inserted on all printed outreach materials indicating the availability of translation and interpretation services by the City.
4. The City will explore the implementation of Spanish-speaking telephone options at the point of intake for all project-related inquiries

5. The City will continue to provide interpretation services as necessary to ensure access by LEP persons in all federally-funded activities. Specifically, the City will secure, by means of its procurement process, a professional service to provide such translation and interpretation services (for example, assistance in the preparation of public notices) in instances where the in-house capability of staff is not adequate to meet the need.
6. The City will explore access to community-based services which provide needed translation and interpretation services for non-Spanish or Tagalog speaking LEP persons.
7. The City will secure, through its procurement process, a professional service to provide translation and interpretation services (for example, assistance in the preparation of public notices) in instances where the in-house capability of City staff is not adequate to meet that need. Staff has currently identified seven potential vendors for such translation and interpretation services, including one firm whose services the Community Development Department has utilized in the past.

PLAN MONITORING AND UPDATE

This LEP Plan shall be monitored annually by City staff to ensure conformance with all statutory requirements, evaluate its effectiveness, and modify as necessary to accommodate changes to federally-funded programs, projects, and activities.

Timeline for Key Steps in the Five-Year Consolidated Plan/Annual Action Plan Process

Timeline	Activity
6 months before start of program year (last week in December)*	Notice of Public Hearing on housing and community development needs (in general)
5 ½ months before start of program year (second Thursday in January)*	Public hearing (Citywide Advisory Commission) on housing and community development needs (in general)
5 months before start of program year (last Thursday in January)*	Notice of second Citywide Advisory Commission Public Hearing (see below)
4 ½ months before start of program year (February 15)*	Second Citywide Advisory Commission Public Hearing. (Since Carson has customarily used at least one public hearing for presentations by applicants for CDBG public services funding, that would be the focus of this hearing. This hearing can be continued if needed, but Citywide Advisory Commission should make its programming and funding recommendations at the close of this hearing.)
4 ½ months before start of program year (February 15)	Public Notice indicating beginning and end of 30-day public comment period for draft Consolidated Plan (or Annual Action Plan, as applicable). It is recommended that the notice be issued two weeks in advance of the actual start of the comment period.
4 months prior to beginning of program year (March 1)	Draft Consolidated Plan or Annual Action Plan made available for public comment (online and in print form); 30-day public comment period begins
3 months prior to beginning of program year (April 1)	End of 30-day public comment period on draft Consolidated Plan or Annual Action Plan
2 ½ months before start of program year (April 15)**	Consolidated Plan or Annual Action Plan made presented to City Council for approval
45 days before start of program year (May 15)	Consolidated Plan or Annual Action Plan due to HUD.
July 1	Program year begins; submitted Consolidated Plan or Annual Action Plan should be approved by HUD.
1 ½ months after start of program year (August 15)	If submitted Consolidated Plan or Annual Action Plan is rejected by HUD, revised Plan must be submitted within 45 days of notice of disapproval.
1 ½ months after start of program year (August 15)	Public Notice indicating beginning and end of 15-day public comment period for draft Consolidated Annual Performance and Evaluation Report (CAPER). It is recommended that the notice be issued two weeks in advance of the actual start of the comment period.
Last Monday in August*	Draft CAPER made available for public comment (online and in print form); 15-day public comment period begins
Second Wednesday in September*	End of 15-day public comment period on draft CAPER
Second Thursday in September*	Public hearing (Citywide Advisory Commission) on draft CAPER

90 days after start of program year/end of prior program year (September 30)	CAPER due to HUD
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*Approximate dates; specific dates depending on Citywide Advisory Commission schedule. (Commission regular meetings take place on the second Thursday of the month)

**Approximate date; specific date depending on City Council schedule (Council regular meetings take place on the first and third Tuesday of the month)

Minority and Ethnic Social Service Organizations Serving the City of Carson

<p>Carson Samoan Assembly of God 1647 E. Carson St. Carson, CA 90745 (310) 834-4898, (310) 834-3125</p>	<p>Iglesia Roca de Salvacion 24100 S. Avalon Blvd. Carson, CA 90745 (310) 834-6951 http://carsonrocaresalvacion.org (Website appears to be in Spanish only)</p>
<p>Mission Ebenezer Family Church Rev. Dr. Isaac Canales, Sr. Pastor 415 W. Torrance Blvd. Carson, CA 90746 (310) 329-9128 www.missionebenezer.org</p>	<p>Samoan Congregational Church of the City of Carson (in another directory, this is listed as "United Samoan Congregational Church") Rev. Taisi Alaelua, Pastor 1717 E. Carson St. Carson, CA 90745 (310) 549-0030</p>
<p>Samoan Congregational Community Church (in another directory, this is listed as "Samoan Congregational Church") Rev. Fiatupu Tavai, Pastor 324 W. Carson St. Carson, CA 90745 (310) 350-6685 http://sccsamoan.com www.scc@yahoo.com</p>	<p>Spanish Seventh-Day Adventist Church 21828 Dolores St. Carson, CA 90745 (310) 513-9733, (310) 549-0951 http://carsonspanish22.adventistchurchconnect.org sda_carsonspanish@yahoo.com Rev. Javier Elenes, Pastor</p>
<p>St. Philomena Catholic Church 21900 S. Main St. Carson, CA 90745 Father Demetrio Bugayong, Pastor Father Albert H. Avenido, Administrator (310) 835-7161, (310) 830-5469 (fax) www.stphilomenaparish.org stphilomenacatholicchurch@yahoo.com</p>	<p>Zion United Methodist Korean Church 213 E. Lomita Blvd. Carson, CA 90745 Rev. Son Pom Ye, Pastor (310) 834-5504</p>
<p>Erasto R. Batongmalaque Foundation/Filipino Veterans Foundation Dr. Jenny Batongmalaque, Executive Director 23247 S. Main St. Carson, CA 90745 (310) 835-8365 drjennyb@earthlink.net</p>	<p>Sinaitenians of California 22035 S. Main St., #24 Carson, CA 90745 (310) 835-2472 Marcelino Ines, Jr., Executive Officer marcelinoinesjr@gmail.com</p>

<p>Carson African American Empowerment Coalition Del Huff, President 868 E. Meadbrook St. Carson, CA 90746 (310) 639-4026</p>	<p>Carson Black Heritage Association Iva Voldase, President 19419 Tajauta Ave. Carson, CA 90746 (323) 636-9429</p>
<p>Samoan Federation of America High Chief Loa Pele Faletogo, President/Executive Director 404 E. Carson St. Carson, CA 90745 (310) 834-6403 hc45loa@yahoo.com</p>	<p>Filipino Community of Carson Remy Insong, Secretary 1602 E. 220th St. Carson, CA 90745 (310) 513-1787</p>
<p>Japanese American Citizens League Carol Saito, Administrative Assistant 250 E. 1st St., Suite 303 Los Angeles, CA 90012 (213) 626-4471 www.jaclpsw.org info@jaclpsw.org csaito@jacl.org</p>	<p>League of United Latin American Citizens Carson Leadership Council #3031 Ramona Pimentel, President PO Box 4752 Carson, CA 90749 (310) 549-0033</p>
<p>NAACP—Carson/Torrance Branch PO Box 4868 Carson, CA 90749 (310) 885-3500, (310) 631-2326 (fax) Joel Alfred, President (of local branch) Olivia Verrett, President, California State Conference (Carson resident)</p>	<p>Office of Samoan Affairs, Inc. June Pouesi, Executive Director 20715 S. Avalon Blvd., #220 Carson, CA 90745 (310) 538-0555 junepouesi40@gmail.com http://officeofsamoanaffairs.org</p>
<p>Palm House, Inc. Renato Casaclang, Executive Director 2515 E. Jefferson St. Carson, CA 90810 (310) 830-7803</p>	<p>Southern California Indian Center 3440 Wilshire Blvd., #904 Los Angeles, CA 90010 (213) 387-5572 Michael Folsom, President Paula Starr, Executive Director Adam Loya, Site Supervisor pstarr@indiancenter.org indiancenter@indiancenter.org</p>

100 Black Women of Carson Attn: Clara Johnson 603-B University Dr., #337 Carson, CA 90746 Attn: Clara Johnson	Confederation of Filipino American Associations Attn: Joe Merton 22122 S. Main St Carson, CA 90745 josemerton@yahoo.com
Casa de los Angelitos 954 Koleeta Dr. Harbor City, CA 90710 (310) 325-8208 www.casadelosangelitos.org casaadmin@me.com	Asian American Drug Abuse Program 2900 Crenshaw Blvd. Los Angeles, CA 90016 (323) 293-6284, (323) 295-4075 (fax) Attn: Jeanne Shimatsu, Carol Almeda, or Richard Bis jshimatsu@aadap.org calmeda@aadap.org rbis@aadap.org www.aadapinc.org
Pacific American Student Services Sai Momoli, Chairman 21207 S. Catskill Ave. Carson, CA 90745 (310) 678-3104 saimomoli@aol.com	Asociacion Cultural de South Bay (formerly Asociacion Cultural de Carson) Attn: Raquel Beltran PO Box 11713 Carson, CA 90749 (310) 631-0945, (310) 631-0957
Filipino Action Group for the Environment Attn: Fe Koons 1631 Ballard St. Carson, CA 90745	Filipino American Services Group, Inc. 135 N. Park View St. Los Angeles, CA 90026 (213) 487-9804, (213) 487-9806 (fax) fasgi@fasgi.org www.fasgi.org
Pacific Islands Center for Educational Development Gary King, President 24231 Seagrove Ave. Carson, CA 90745	People's Community Organization for Reform and Empowerment (People's CORE) Attn: Christine Araquel 1600 Beverly Blvd., Suite 2 Los Angeles, CA 90026 (213) 241-0995 www.peoplescore.net info@peoplescore.net

<p>Philippine Independence Day Foundation Joe Merton, Chairman Emilio Ramos Loyola, President 208 E. Carson St., Suite 202 Carson, CA 90745 (310) 549-3111, (310) 847-7607 (fax) josemerton@yahoo.com www.PhilippineIndependenceDayFoundation.org</p>	<p>Mapuifagalele Seniors and Youths Involvement, Inc. Le'avea Asi, Executive Director 23742 S. Main St. Carson, CA 90745 (310) 834-3200 Le'avea Asi, Executive Director</p>
<p>Delta Sigma Theta Sorority, Inc. L. A. South Bay Alumnae Chapter Aisha K. Childs, President PO Box 11025 Carson, CA 90749 http://lasouthbaydst.org web.info@lasouthbaydst.org</p>	<p>Kayumanggi Lions Club Laurence Donoghue, President 28924 S. Western Ave. Rancho Palos Verdes, CA 90275 (310) 548-4826 www.kayumanggi.org</p>
<p>Torres Martinez Tribal TANF 4500 E. Pacific Coast Hwy., Suite 500 Long Beach, CA 90814 (310) 878-1600, (800) 665-7649 www.torresmartinez.org</p>	<p>Zeta Phi Beta Sorority, Inc. Lambda Pi Zeta Chapter c/o Beatrice R. Nelson PO Box 11622 Carson, CA 90746 (310) 532-2475</p>

Local Agencies Serving the Disabled

<p>ARC Mid-Cities 14208 Towne Ave. Los Angeles, CA 90061 (310) 329-9272 (310) 329-3939 (fax) info@arcmidcities.org webmaster@arcmidcities.org http://arcmidcities.org</p>	<p>Los Angeles County Department of Mental Health 150 W. 7th St. San Pedro, CA 90731 (310) 519-6100 (310) 519-6218</p>
<p>California Department of Rehabilitation 1149 W. 190th St., #2200 Gardena, CA 90248 (310) 217-6955 www.dor.ca.gov</p>	<p>Veterans Affairs Long Beach Healthcare System 5901 E. 7th St. Long Beach, CA 90822</p>
<p>The California Endowment Greater Los Angeles Program Office 1000 N. Alameda St. Los Angeles, CA 90012</p>	<p>Los Angeles County Department of Military and Veterans Affairs 17600 B Santa Fe Avenue Rancho Dominguez, CA 90221 (310) 761-2030</p>
<p>Center for Community & Family Services Attn: Lourdes Ochoa 649 E. Albertoni St., Suite 200 Carson, CA 90746</p>	<p>California Employment Development Department 4300 Long Beach Blvd., Suite 600 Long Beach, CA 90807 (562) 728-6708</p>
<p>Gardena-Carson YMCA Attn: Audrie Echnoz, Executive Director 1000 W. Artesia Blvd. Gardena, CA 90248 AudrieEchnoz@ymcala.org</p>	<p>United States Veterans Initiative 2001 River Ave. Long Beach, CA 90810 (562) 200-7300</p>
<p>HOPE Housing 21231 Hawthorne Blvd. Torrance, CA 90505</p>	<p>Los Angeles County Community and Senior Services Area Agency on Aging 3333 Wilshire Blvd., Suite 400 Los Angeles, CA 90010 (213) 738-2600</p>
<p>Los Angeles Homeless Services Authority Attn: Jeanette Rowe, Director of Homeless Services 811 Wilshire Blvd., 6th Fl. Los Angeles, CA 90017 www.lahsa.org</p>	<p>Alcoholics Anonymous South Bay Central Office 1411 Marcelina Ave. Torrance, CA 90501 (310) 618-1180</p>
<p>The Salvation Army Attn: Brian Bearchell 4223 Emerald St. Torrance, CA 90503 (310) 370-4515 Brian.Bearchell@usw.salvationarmy.org</p>	<p>United Way of Greater Los Angeles 1129 N. Avalon Blvd. Wilmington, CA 90744 (310) 518-2559</p>

The Salvation Army HAVEN Southern California Division Attn: Charles Smith 11301 Wilshire Blvd., Building #212 Los Angeles, CA 90073 (310) 478-3111, ext. 44588 Charles.Smitn@usw.salvationarmy.org	National Council on Alcoholism and Drug Dependence of the South Bay Attn: Barbara Smith 1334 Post Ave. Torrance, CA 90501 (310) 320-1087
South Bay Workforce Investment Board 11539 Hawthorne Blvd., 5 th Fl. Hawthorne, CA 90250 (310) 970-7700 info@sbwib.org www.sbwib.org	California Department of Public Social Services 17600 B Santa Fe Ave. Rancho Dominguez, CA 90221 (310) 761-2030
Goodwill Southern California 342 San Fernando Rd. Los Angeles, CA 90031 (323) 223-1211 (562) 435-3411 (Charles Fleming, ext. 289) www.goodwill.org	Braille Institute of America 741 N. Vermont Ave. Los Angeles, CA 90029 (323) 663-1111 la@brailleinstitute.org www.brailleinstitute.org
South Bay Family Healthcare Center 270 E. 223 rd St. Carson, CA 90745 www.sbfhc.org	South Central Los Angeles Regional Center for Persons with Developmental Disabilities, Inc. Attn: Marsha D. Mitchell-Bray, Director of Community Services & Family Supports 2500 S. Western Ave. Los Angeles, CA 90018 (213) 744-7000 www.sclarc.org
Los Angeles County Department of Children & Family Services 2325 Crenshaw Blvd. Torrance, CA 90501 (310) 972-3111	California Association of the Deaf 4708 Roseville Rd., Suite 111 North Highlands, CA 95660 www.cad1906.org
Social Security Administration 22600 Crenshaw Blvd. Torrance, CA 90505 (800) 772-1213	Greater Los Angeles Agency on Deafness, Inc. 2222 Laverna Ave. Los Angeles, Ca 90041 (323) 478-8000 (Voice/TTY) (323) 550-4226 (TTY) (323) 892-2225 (Videophone) info@gladinc.org
EDD/GLAD <i>(a joint program of the California Employment Development Department and the Greater Los Angeles Agency on Deafness, Inc.)</i> 5401 S. Crenshaw Blvd. Los Angeles, CA 90043 GLADEDD@edd.ca.gov	Disability Outreach Center Attn: Dolores Nason 2750 E. Spring St., Suite 100 Long Beach, CA 90806 (562) 427-1000 (562) 427-2027 (fax) (562) 427-1366 (TTY) d.nason@drcinc.org http://www.drcinc.org

Southern California Rehabilitation Services Attn: Rudy Contreras 7830 Quill Dr., Suite D Downey, CA 90242 (562) 862-6531 (562) 923-5274 (fax) (562) 869-0931 (TTY)	
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Disabled Organizations Outreach Survey

The City of Carson is interested in improving and enhancing the way in which it provides services to and programs for its residents who are affected by physical and/or mental disabilities. Your organization has been identified as an entity that either provides services and assistance to disabled persons, or advocates for their interests, or both, so your input on this subject would be quite valuable to us. Therefore, we would like for you or a representative of your organization (who could be a client to whom you provide services) to assist us in this effort by taking a few minutes to answer the following questions.

1. Are you a person affected by a physical or mental disability? Yes_____ No_____
2. If yes to the previous question, please indicate below the type of disability (check all that apply):

Hearing impairment_____

Visual/sight impairment_____

Speech impairment_____

Mobility impairment_____

Brain injury_____

Mental impairment_____

Learning disability_____

Other impairment or disability_____ If other, please briefly describe the type of impairment or disability below:

3. Are you aware of or familiar with programs and services that the City of Carson provides for persons with physical or mental disabilities? Yes _____ No _____
4. If yes to the previous question, which specific programs or services are you aware of or familiar with?

5. How did you become aware of or familiar with these programs or services?

6. Have you personally utilized or participated in any of the programs or services that the City of Carson offers for persons with mental or physical disabilities? Yes_____ No_____
7. If yes to the previous question, please describe the service or program you utilized or participated in.
8. Please indicate your level of satisfaction with the service or program you utilized or participated in:
Very satisfied_____
Satisfied_____
Unsatisfied_____
Very unsatisfied_____
9. Please provide any suggestions you might have about how the City of Carson can improve the quality of its programs and services for persons with physical or mental disabilities.
10. How might the City of Carson make persons with physical or mental disabilities better aware of the programs and services it offers?

Also, the City is considering the formation of a group of persons with disabilities to advise the City on programs, services, policies, and procedures affecting its disabled residents. If you know of a person or persons (preferably a Carson resident) who would be an asset to such an advisory group, please provide the name of that person or persons, along with contact information for him/her/them, so that we can contact and determine his/her/their interest in being part of such an advisory group:

Name_____

Address_____

Telephone Number_____

E-mail address (if applicable)_____

Name_____

Address_____

Telephone Number_____

E-mail address (if applicable)_____

Thank you for your assistance. Please submit this completed questionnaire to the City of Carson Community Development Department, Attention: Keith Bennett, 701 E. Carson St., Carson, CA 90745. For questions or additional information, please contact Mr. Bennett at (310) 830-7600, extension 1319, or via e-mail at kbennett@carson.ca.us . Please also contact Mr. Bennett if you would like to have an electronic version of this questionnaire e-mailed to you for your completion. Receipt of completed questionnaires by (date) would be greatly appreciated.