

Office of the County Manager - Assistant County Manager EEO/AAP
**DEPARTMENT OF COMMUNITY PLANNING, HOUSING AND
DEVELOPMENT (CPHD): LIMITED ENGLISH PROFICIENCY REPORT**

Policy Implementation Plan: March 30, 2005

FY 2005	
<p>CRITICAL AND ESSENTIAL SERVICES:</p> <p>Provide a brief narrative describing of what you determine to be the essential services the department provides to the community.</p>	<p>The mission of the Department of Community Planning, Housing and Development (CPHD) is to promote the improvement, conservation and revitalization of Arlington’s physical and social environment. CPHD’s carries out its mission through four major divisions: Planning, Housing, Neighborhood Services and Inspection Services. A fifth division, Administrative Services which is housed in the Director’s Office, supports the four divisions.</p> <p>While CPHD’s provides a variety of services to the residents of Arlington County, the following services are essential services for the purposes of our LEP plan:</p> <p>Planning Division</p> <p><u>CPHD’s Web Pages on the County’s Web Site</u> - The Planning Research and Analysis Section maintains, analyzes, and disseminates information related to planning and development in Arlington County. This program also provides graphic support to the Department, liaison with our congressional delegation and Website coordination for the Department.</p> <p><u>The Zoning Counter</u> - The Zoning Administration Office provides a wide range of services related to the administration of the Arlington County Zoning Ordinance. This office interprets the regulations contained in the Zoning Ordinance, including what buildings may be constructed on lots; the placement and height of structures; the uses of land and buildings; permitted density of development; the number of parking spaces required; the size and placement of signs; and other land use regulations. The office accepts applications at its services counter for rezoning requests, special exceptions including use permits and site plans, sign permits and comprehensive sign plans, variances, home occupation permits, certificates of occupancy, and subdivision plat review.</p> <p><u>Community Code Enforcement Inspections</u> - The mission of the Community Code Enforcement Office is to enforce codes designed to ensure that all properties meet the minimum code requirements and improve the quality of life for Arlington residents. The Office enforces four codes: the Zoning Ordinance, the Property Maintenance Code of the Building Officials and Code Administrators (BOCA), the Noise Control Ordinance, and the Garbage, Refuse and Weeds Code. They identify violations both through proactive inspection as well as by complaint.</p> <p>Housing Division</p> <p><u>The Housing Services Section-</u> Staff provides direct service to tenants, landlords, owners and prospective homebuyers in the County. Services include: 1) a “one-stop shop” for housing information and referral; 2) staff support for the Tenant-Landlord Commission; 3) publication of the County’s <i>Apartment Guide</i> and <i>Tenant-Landlord Handbook</i>; 4) administration of the County’s home ownership programs; 5) oversight</p>

of relocation services; and 6) systematic inspections in Neighborhood Strategy Areas.

Neighborhood Services Division

The Neighborhood Strategy Area (NSA) Program -The program has four service areas: advocacy and civic engagement (including Neighborhood College), needs assessment, plan development and implementation, and program evaluation. Staff develops plans for designated low and moderate income areas and coordinates implementation of those plans in partnerships with residents and in collaboration with other County agencies. Currently, four areas are designated NSAs: Buckingham, Columbia Heights West, Long Branch and Nauck. Income data recently acquired from the 2000 Census document an increase in the number of areas county-wide that are eligible for NSA designation; now, 14 neighborhoods meet the income eligibility criteria.

Inspection Services Division

Permit Processing Program - The Permit Processing Section provides residents, contractors and others with technical information and support regarding permit applications and submission requirements for permits. The Construction Codes Technicians (counter staff) are the first to greet permit applicants who want to build or renovate a structure in the County. The staff takes applications; performs a cursory review of plans to ensure completeness; routes them to the appropriate plan reviewer; files the necessary documents; creates and updates an electronic record of the permit; and calculates and collects the appropriate fees for CPHD and DPW. Before a permit is issued, staff ensures the plan has been approved by the technical review staff in other agencies, as required, through the automated permit tracking system. Also, staff provides technical information regarding procedures; logs requests for inspections; updates information; and schedules elevator and fire protection inspections.

Code Compliance Program - The Code Compliance Section safeguards public health, safety, and welfare by enforcing State-mandated construction codes by inspecting buildings under construction. Inspectors from the Code Compliance Section perform inspections to assess compliance with various model codes adopted by the Commonwealth of Virginia to achieve minimum safety requirements. These model codes include Building, Plumbing, Fuel Gas, Mechanical, Electrical, Energy, Property Maintenance, Elevator, Backwater Sanitation, as well as The One and Two-Family Dwelling Code. In addition to the model codes, the State adopts amendments that must also be enforced, and includes material standards. The Code Compliance Section is responsible for monitoring the progress of new construction throughout the County according to these codes and standards. Often, aspects of construction cause conflict with meeting the strict requirements of these codes and standards. In these cases, the inspectors must evaluate alternative materials and methods of construction. Staff also assists the Planning Division's Community Code Enforcement Section with full code inspections and blighted properties, and also coordinates with Zoning Administration and the Department of Public Works on Final Inspections and Certificate of Occupancy Inspections.

PRIORITY PROGRAMS OR SERVICES:

Provide a description of steps taken to determine what services are needed in other languages and in what languages.

CPHD's Administrative Services Division Chief met with key managers in each of its business areas to identify those services that are needed in a language in addition to English. **Spanish was identified as being the most pressing need given the changing demographics of the County.** It was determined that the needs of deaf and hearing impaired persons are currently being met. CPHD rarely interacts with a deaf/hearing impaired client or customer given the nature of its business in the building trades (the inability to hear is a health hazard). On the rare occasion, it does interact with a deaf/hearing impaired person, CPHD has two staff available who are knowledgeable of sign language; it also has access to DES's counter person who also signs. When these staff are not available, CPHD staff communicate with the deaf/hearing impaired person by having a written dialogue.

The need for bi-lingual services is not new news to CPHD for two primary reasons. First, several of the services CPHD provides is premised on the notion that assertive outreach and engagement of residents is the job at-hand. For example, we already knew a need exists for bi-lingual outreach workers to involve residents in community planning. The Department, therefore, created neighborhood planning positions and hired bi-lingual staff. An additional example would be our staffing of our housing information center with bi-lingual staff and the translation of flyers, brochures and other informational products into Spanish to reach first-time home buyers. And, last, another example is our bi-lingual "door hanger" used by our Code Enforcement Inspectors to announce an inspection is needed and who to call.

Second, CPHD acknowledges and is aware of the importance of involving all residents in the development of projects and their communities. This "Arlington Way" or approach is part of CPHD's and the broader County's culture and philosophy. In short, while we are already aware of language needs by the very nature of what CPHD does (we study demographics, run community meetings, do outreach and serve all "counter" foot traffic in the building trades), we are equally aware that the number of primarily Spanish speakers is increasing and, there-so, must our efforts to serve them. The following are the steps CPHD has taken:

Planning Division -

CPHD's Web Pages – When CPHD joined the County in launching its new Internet presence, five of CPHD's web pages were translated into Spanish. The pages cover introductory information to Inspection Services, and permitting and Certificates of Occupancy. Approximately 10% of CPHD's customers for zoning and inspection services primarily speak Spanish. CPHD is currently in the process of reviewing its web pages to identify: (1) pages that need to be updated to keep them current with the English pages; and (2) pages that need to be translated for the first time. The likely emphasis will be on inspections and zoning (additional information) and a presence by the other divisions that service Spanish-speaking clients (Housing, Neighborhood Services). In addition, bi-lingual planning staff translate documents and serve as a resource for the planning division, and other divisions and departments.

Zoning Counter - The Zoning Counter receives phone calls and "counter" foot traffic on a daily basis on a variety of zoning issues. Services are needed in both English and Spanish, specifically face-to-face dialogue and translation of the zoning applications. This need is evident by the current volume of inquires. Currently, as the need arises for interpretation and translation, the zoning staff ask bi-lingual staff from its sister offices (Inspections in CPHD and the counter staff in DES; both share the same floor) to assist. This approach is currently meeting the demand; however, future vacancies in the zoning office may include a preference for Spanish skills. In addition, translating zoning applications into Spanish may be needed at some point in the future.

Community Code Enforcement Inspections - CPHD has 12 inspectors that work in the field to address code violations. For written information (brochure, door hanger, meeting flyers, etc), currently, the Code section uses bi-lingual staff in CPHD's Housing or Neighborhood Services divisions to translate. This approach is currently meeting the demand. Over time, it would be helpful to have a generic statement of who to call (in Spanish) added to the code violation notices. The drafting of this statement could be handled in-house using CPHD's existing bi-lingual staff. While in the field, the inspectors handle the need for interpretation in a variety of ways. For example, an inspector can call the office and do a conference call with a bi-lingual CPHD staff person and the Spanish-speaking customer. The inspector also relies on the customer's children or a neighbor for translation. To date, these approaches are meeting the demand; however, the Code section is interested in hiring staff with bi-lingual skills as vacancies occur both in inspectors and administrative office staff. Last, the Code section recognizes the need to have its phone message and prompts in Spanish for those Spanish-speaking customers who have general questions or questions regarding a code violation.

Housing Division

Housing Services – Housing services provides a variety of informational and support services to tenants, landlords, owners and prospective homebuyers in the County. It currently provides “one-stop shopping” for housing information and referral (rental, homeownership, relocation) over the phone, via email, in-person and at community meetings. All services are available in Spanish and Vietnamese. This section has been assertive in staffing events, holding office hours at apartment complexes, staffing the Tenant-Landlord Commission, and in making itself available to non-English speakers. In addition, inspections in the County's Neighborhood Strategy Areas (NSAs) are performed by bi-lingual staff. As vacancies occur in any area of Housing Services, they will be filled by bi-lingual staff, as needed. To address Spanish-speaking renters' inquiries on rental properties, the Housing Services section in partnership with its sister Housing Planning unit will be translating its just released Apartment Guide On-line (www.arlingtonva.us/ApartmentGuide) into Spanish.

Neighborhood Services Division

The Neighborhood Strategy Area (NSA) Program -The program has four service areas: advocacy and civic engagement (including Neighborhood College), needs assessment, plan development and implementation, and program evaluation. Currently, bi-lingual staff in other sections of the Division and bi-lingual staff in the Housing Division assist the NSA program staff. Program information (orally and in writing) is available in both English and Spanish.

For larger events, for example, the annual Neighborhood College program, in addition to using in-house staff, paid translators are used for interpretation and translation assistance. Currently, needs are being met by the NSA program; however, as vacancies occur, bi-lingual skills may be added as a desirable or minimum requirement.

Inspection Services Division

Permit Processing Program - The Permit Processing Section provides residents, contractors and others with technical information and support regarding permit

	<p>applications and submission requirements for permits. The Construction Codes Technicians (counter staff) are the first to greet permit applicants (in-person or over the phone) who want to build or renovate a structure in the County. Recognizing the growing need to have bi-lingual counter staff, the Inspections Services Division has actively recruited and hired bi-lingual staff. This practice will continue as vacancies occur. In addition, recognizing the expanded need to facilitate phone scheduling of inspections over the phone and status tracking, CPHD purchased proprietary software in 2000 for its Interactive Voice Response System (IVR). The IVR is in English and Spanish. The current on-line software program used to schedule inspections is not available in Spanish and to date, the need or demand for it has not been significant. Currently, the IVR and bi-lingual counter staff are meeting the needs of Spanish-speaking customers. In the future, it may be helpful to translate the permitting and inspections paper applications into Spanish.</p> <p><u>Code Compliance Program</u> - The Code Compliance Section safeguards public health, safety, and welfare by enforcing State-mandated construction codes by inspecting buildings under construction. While the need to have bi-lingual inspectors is not as great as it is for the Code Enforcement Program (under the Planning Division), the need for bi-lingual skills does occur. The current demand is being met in two ways—either a bi-lingual counter staff person accompanies the inspector on the inspection (when the need for translation is known in advance) or the inspector calls the office and gets a bi-lingual person on the phone with the inspector (when the need is not known in advance). In the future, as vacancies occur in inspectors, the Division will recruit for bi-lingual skills. Again, the primary need is for Spanish.</p> <p>Last, with the assistance of both of its teams (counter and inspectors), the Division holds informational fairs, in conjunction with community partners, in the community in English and Spanish. Promotional flyers are done in both languages as are the instructional sessions.</p>
<p>IMPLEMENTATION STATEMENT:</p> <p>The procedure or practice that has been established to provide the service or make a program accessible. How to access translation and interpretation by employees to provide service.</p>	<p>Planning Division -</p> <p><u>CPHD’s Web Pages</u> – The County’s current Web site is relatively new. The newly established practice is to: (1) routinely identify pages that need to be updated to keep them current with the English pages; and (2) identify pages that need to be translated for the first time. Translation of CPHD’s initial web presence was done by an outside vendor; this practice will continue for future updates. In addition, a bi-lingual planning staff person routinely translates priority documents into Spanish. The person who develops and updates CPHD’s web pages and the staff person who translates documents both report to the same supervisor to ensure continuity and accountability.</p> <p><u>Zoning Counter</u> – The current practice is to access the assistance of bi-lingual staff in the Inspections Services Division or DES by calling them or walking over to their offices. The practice is seamless in that the three offices (Zoning, Inspections and DES’ counter) are in close proximity (10 second walk) and rely heavily on each other since they serve many of the same customers. By the nature of the work, they must collaborate in all areas of their jobs. This practice has been effective to date especially since Inspections Services hired additional bi-lingual staff.</p> <p><u>Community Code Enforcement Inspections</u> - For written information (brochure, door hanger, meeting flyers, etc), the current practice is to access bi-lingual staff in CPHD’s Housing or Neighborhood Services divisions for translation. Access involves just picking up the phone or walking over to the staff person. It is readily known throughout CPHD that Neighborhood Services and Housing staff are available</p>

to translate documents. The documents are brief—like a flyer—and, therefore, do not require a significant use of the bi-lingual staff persons’ time. Likewise, phone interpretation is handled the same way when an inspector needs assistance out in the field. As previously mentioned, many inspectors are able to meet the interpretation needs of Spanish speaking customers in the field without having to call the office for assistance.

Housing Division

Housing Services – Housing services provides a variety of informational and support services to tenants, landlords, owners and prospective homebuyers in the County. It currently provides “one-stop shopping” for housing information and referral (rental, homeownership, relocation) over the phone, via email, in-person and at community meetings. All services are available in Spanish and Vietnamese. The current practice is to refer a case or request that involves a non-English speaker to the appropriate staff person on the team that speaks the language. The Housing Services team is reasonably small and values collaboration in responding to residents’ requests.

Neighborhood Services Division

The Neighborhood Strategy Area (NSA) Program -Currently, bi-lingual staff in other sections of the Division and bi-lingual staff in the Housing Division assist the NSA program staff. Program information (orally and in writing) is available in both English and Spanish and in some cases, Vietnamese. Access involves just picking up the phone or walking over to the staff person. It is readily known throughout CPHD that Neighborhood Services and Housing staff are available to provide translation and interpretation services.

For larger events, for example, the annual Neighborhood College program, in addition to using in-house staff, paid translators are used for interpretation and translation assistance.

Inspection Services Division

Permit Processing Program - The Construction Codes Technicians (counter staff) are the first to greet permit applicants (in-person or over the phone) who want to build or renovate a structure in the County. Recognizing the growing need to have bi-lingual counter staff, the Inspections Services Division has actively recruited and hired bi-lingual staff. Access is as simple as calling or walking into the office; staff are always available. In addition, the Interactive Voice Response System (IVR) is in English and Spanish and access simply involves following voice prompts.

Code Compliance Program - While the need to have bi-lingual inspectors is not as great as it is for the Code Enforcement Program (under the Planning Division), the need for bi-lingual skills does occur. The current demand is being met in two ways—either a bi-lingual counter staff person accompanies the inspector on the inspection (when the need for translation is known in advance) or the inspector calls the office and gets a bi-lingual person on the phone with the inspector (when the need is not known in advance). The inspectors know which counter staff speak Spanish and that are available to assist them.

<p>DOCUMENTS NEEDED:</p> <p>Identify documents in need of translation. State the alternative practice to provide access while documents are translated.</p>	<p>Planning Division</p> <p><u>CPHD’s Web Pages</u> - The primary need is to update the Inspection Services, permitting and Certificates of Occupancy web pages and to establish an initial Spanish web presence for the other divisions. CPHD is currently identifying the pages in need of translation and will use an approved contractor for the translation. In the meanwhile access to the same information on the web pages to available by calling or walking into the office. It is widely known throughout the Department who speaks Spanish and is available to handle walk-ins or phone calls.</p> <p><u>Zoning Counter</u> – Over time, the zoning applications will need to be translated into Spanish. Translation could be done in-house or through the use of an authorized vendor. In the meanwhile, the applications are orally translated by various CPHD and DES staff as the need arises.</p> <p><u>Community Code Enforcement Inspections</u> - Over time, it would be helpful to have a generic statement added to the current violation notices in Spanish. The statement would instruct the person receiving the notice who to call for help to understand the violation (Translating the entire notice is impractical since each notice is specific to the case at hand.) The statement could be written by in-house staff or by a vendor. Currently, the Code team receives some calls requesting a translation of the notice. It does not receive calls on every notice issued to a Spanish-speaking person who is in violation.</p> <p>Housing Division</p> <p><u>Housing Services</u> - All priority service-related documents are already translated into Spanish and in some cases, Vietnamese. The current priority is to get the Apartment Guide On-line translated into Spanish. The English version was just released last month and staff are actively pursuing a vendor to translate it.</p> <p>Neighborhood Services</p> <p><u>Neighborhood Strategy Area (NSA) Program</u> – Currently, several documents are translated into Spanish. Moving forward, there may be a need to translate the NSA brochure, day laborer survey and materials for the next Neighborhood College into Spanish.</p> <p>Inspection Services</p> <p><u>Permit Processing Program</u> - Over time, it may be helpful to translate the permit applications into Spanish. Currently, the forms are translated in-person or over the phone.</p> <p><u>Code Compliance Program</u> - N/A; there are no documents in need of translation at this time.</p>
<p>POINT OF CONTACT: How service recipients will know of assistance?</p>	<p>Non-English speakers learn of CPHD’s services through word of mouth; the County’s Information Center (lobby); through CPHD’s web pages; by calling CPHD’s main number or the program/office number; through CPHD’s outreach services; through interaction with staff at community meetings; and through other active and passive ways.</p>

<p>CONTACT MANAGER:</p>	<ul style="list-style-type: none"> • CPHD Web pages – Linda Martin, web master (x3536) or Bill Thomas, supervisor (x3563). • Zoning Counter – Norma Cozart, supervisor (x3893) or main number (x3883). • Community Code Enforcement Inspections – Janette DeJesus, supervisor (x3238) or the main number (x3232). • Housing Services – Jo Ann Cabbage, supervisor (x3787) or the main number (x3765). • Neighborhood Strategy Area Program – Chikwe Njoku, supervisor (x7472) or the main number (x3830). • Permit Processing Program – Elva Bryant, supervisor (x3847) or the main number (x3800). • Code Compliance Program – Mike Lewis, supervisor (x3868) or the main number (x3800).
<p>IDENTIFICATION OF RESOURCES:</p> <p>How services will be provided in other languages</p> <p>Locations</p> <p>Supplemental system when service cannot be provided at point of contact</p>	<p>CPHD Staff</p> <p><u>Planning Division</u> – Angie de la Barrera (Spanish)</p> <p><u>Housing Division</u> – Beltrand Arellano (Spanish); Odalis Barrios (Spanish); Jorge Laura (Spanish); Hector Mercado (Spanish); Chuyen Ta (Vietnamese); Jennifer Daniels (Spanish)</p> <p><u>Neighborhood Services Division</u> – Marlene Oronao (Spanish); Jennifer Fioretti (Spanish).</p> <p><u>Inspection Services Division</u> – Dario Mauro (Spanish); Carlos Contreras (Spanish); Suzanna Supo (Spanish); Jesse Lugo (Spanish)</p> <p>Translation Services</p> <p>Language Learning Enterprises, Inc. (LLE) Isabelle Dejean, isabelled@lle-inc.com 202-775-0444, ext. 223 (ph) 202-785-5584 (fax) Contract is valid until October 2005. Contract Agreement #402-03.</p> <p>Comprehensive Language Center, Inc. 2200 Wilson Blvd., Suite 500, Arlington, VA 22201 Ted Ayash, tayash@comprehensivelc.com Tel. (703) 247-0716 Fax (703) 247-4295 Contract Agreement #383-04</p>

Implementation Plan

TARGET DATE FOR IMPLEMENTATION:	TARGET DATE (Must be specific)
PLANNED ACTIVITIES TOWARD COMPLETION OF OBJECTIVE:	
<p>Planning Division:</p> <ul style="list-style-type: none"> • <u>CPHD's Web pages</u> – Update current Spanish pages and create additional Spanish pages. • <u>Zoning Counter</u> – Translation of zoning applications and hiring of bi-lingual staff. • <u>Community Code Enforcement</u> – Add a generic statement to the notices of violations; create Spanish phone message and prompts; hire of bi-lingual inspectors and administrative staff. 	<p>September 1, 2005</p> <p>July 1, 2006; on-going as vacancies occur.</p> <p>September 1, 2005 (statement and phone message); on-going as vacancies occur.</p>
<p>Housing Division:</p> <ul style="list-style-type: none"> • <u>Housing Services</u> – Translate Apartment Guide On-line into Spanish. 	<p>July 1, 2006</p>
<p>Neighborhood Services Division:</p> <ul style="list-style-type: none"> • <u>NSA program</u> – Translate program brochure and if determined a priority, translate the day laborer survey and Neighborhood College materials. In addition, hire bi-lingual staff for portion of any future vacancies. 	<p>September 1, 2005 (brochure); TBD (survey/College); on-going as vacancies occur.</p>
<p>Inspection Services Division:</p> <ul style="list-style-type: none"> • <u>Permit Processing Program</u> – Translate paper permitting applications into Spanish. • <u>Code Compliance Program</u> – Hire bi-lingual inspectors. 	<p>July 1, 2006</p> <p>On-going as vacancies occur.</p>

Notes: