

DRAFT

NOTICE AND AGENDA

HOUSING COMMISSION
THURSDAY
JULY 27, 2023

VIRTUAL MEETING
MICROSOFT TEAMS MEETING
1:00 P.M.

ATTENTION
IN-PERSON AUDIENCES AT HOUSING COMMISSION MEETINGS HAVE BEEN SUSPENDED UNTIL FURTHER NOTICE

[Click here to participate in the online meeting](#)

The public can submit comments to AFisher@Flagstaff.gov. Public comment will be emailed to Housing Commissioners and will be read at the meeting by a staff member.

1. Call to Order

NOTICE OF OPTION TO RECESS INTO EXECUTIVE SESSION

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the Commission and to the general public that, at this regular meeting, the Commission may vote to go into executive session, which will not be open to the public, for legal advice and discussion with the City's attorneys for legal advice on any item listed on the following agenda, pursuant to A.R.S. §38-431.03(A)(3).

2. Roll Call

NOTE: One or more Commission Members may be in attendance telephonically or by other technological means.

ERIC DAVIS
TYLER DENHAM
KAREN FLORES
SANDI FLORES

JACQUIE KELLOGG
DEVONNA MCLAUGHLIN
MOSES MILAZZO
ADRAH PARAFINIUK

REBECCA PYRZ
ROSS SCHAEFER
GLENN SLIVERS
SEAN SLAWSON
HAYLEY ZOROYA

3.

LAND ACKNOWLEDGMENT

The Housing Commission humbly acknowledges the ancestral homelands of this area's Indigenous nations and original stewards. These lands, still inhabited by Native descendants, border mountains sacred to Indigenous peoples. We honor them, their legacies, their traditions, and their continued contributions. We celebrate their past, present, and future generations who will forever know this place as home.

4. Public Comment

At this time, any member of the public may address the Commission on any subject within their jurisdiction that is not scheduled before the Commission on that day. Due to Open Meeting Laws, the Commission cannot discuss or act on items presented during this portion of the agenda. To address the Commission on an item that is on the agenda, please wait for the Chair to call for Public Comment at the time the item is heard.

5. APPROVAL OF MINUTES

- A. Consideration and Approval of Minutes: Housing Commission Meeting, May 25, 2023.
Approve the minutes from the May 25, 2023 Housing Commission Meeting.

6. ACTION AND DISCUSSION ITEMS

None

7. GENERAL BUSINESS

- A. Flagstaff Regional Plan 2045 Summer Update
Informational item only.
- B. Overview of the Updated Housing Section Limited English Proficiency (LEP) Language Access Plan (LAP)
Informational item only.

8. INFORMATIONAL ITEMS TO/FROM COMMISSION MEMBERS, STAFF, AND FUTURE AGENDA ITEM REQUESTS

- A. Update from Housing Authority Liaison
- B. Update from Housing Commissioners and other informational items
- C. Update from Housing staff

9. ADJOURNMENT

CERTIFICATE OF POSTING OF NOTICE

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Flagstaff City Hall on _____, at _____ a.m./p.m. This notice has been posted on the City's website and can be downloaded at www.flagstaff.az.gov.

Dated this _____ day of _____, 2023.

Adriana Fisher, Housing Program Manager



Housing Commission

5. A.

From: Adriana Fisher, Housing Program Manager

DATE: 07/27/2023

SUBJECT: Consideration and Approval of Minutes: Housing Commission Meeting, May 25, 2023.

STAFF RECOMMENDED ACTION:

Approve the minutes from the May 25, 2023 Housing Commission Meeting.

Executive Summary:

Minutes of Commission meetings are the requirement of Arizona Revised Statutes and, additionally, provide a method of informing the public of discussions and actions taken by the Housing Commission.

Attachments

Draft May 25, 2023 Housing Commission Minutes

DRAFT MEETING MINUTES

**HOUSING COMMISSION
THURSDAY
MAY 25, 2023**

**VIRTUAL MEETING
MICROSOFT TEAMS MEETING
1:00 P.M.**

[Click here to participate in the online meeting](#)

The public can submit comments to AFisher@Flagstaff.gov. Public comment will be emailed to Housing Commissioners and will be read at the meeting by a staff member.

1. Call to Order

Chair Tyler Denham called the meeting to order at 1:01 pm on May 25, 2023.

NOTICE OF OPTION TO RECESS INTO EXECUTIVE SESSION

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the Commission and to the general public that, at this regular meeting, the Commission may vote to go into executive session, which will not be open to the public, for legal advice and discussion with the City's attorneys for legal advice on any item listed on the following agenda, pursuant to A.R.S. §38-431.03(A)(3).

2. Roll Call

NOTE: One or more Commission Members may be in attendance telephonically or by other technological means.

ERIC DAVIS - Present
TYLER DENHAM - Present
KAREN FLORES - Present
SANDI FLORES - Absent

JACQUIE KELLOGG - Present
DEVONNA MCLAUGHLIN - Absent
MOSES MILAZZO - Present
ADRAH PARAFINIUK - Absent

REBECCA PYRZ - Present
ROSS SCHAEFER - Present, left at 2:00 pm
GLENN SLIVERS - Present
SEAN SLAWSON - Present
HAYLEY ZOROYA - Present

OTHERS PRESENT:

Justyna Costa, Assistant Housing Director
Adriana Fisher, Housing Program Manager
Marissa Molloy, Housing Specialist
Kristine Pavlik, Housing & Grants Administrator
Khara House, Council Liaison
Jennifer Mikelson, Housing Analyst
Christina Rubalcava, Senior Assistant City Attorney

3.

LAND ACKNOWLEDGMENT

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Read by Commissioner Hayley Zoroya

4. Public Comment

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None

5. APPROVAL OF MINUTES

- A.** Consideration and Approval of Minutes: Housing Commission Meeting, March 23, 2023. Approve the minutes from the March 23, 2023 Housing Commission Meeting.

Moved by Sean Slawson, **seconded by** Moses Milazzo to approve the minutes from the March 23, 2023 regular Housing Commission meeting.

Vote: 10 - 0 - Unanimously

6. ACTION AND DISCUSSION ITEMS

- A.** Establish an Informal Working Group to Develop the Bond-Funded Rental Incentive Program
City staff recommends the establishment of one informal working group of no more than five Commissioners to determine program requirements and develop the bond-funded Rental Incentive Program.

Ms. Jennifer Mikelson, Housing Analyst, presented on the Housing Bond before requesting the Housing Commission establish a working group to develop the bond funded rental incentive program. The working group will help determine program requirements to be suggested to staff and Flagstaff City Council. The working group will work on these items over a 6-month period.

Commissioners asked questions about the time commitment and potential conflicts of interest. Ms. Jennifer Mikelson and Ms. Justyna Costa, Assistant Housing Director, answered.

Commissioner Jacquie Kellogg, Commissioner Rebecca Pysz, Commissioner Sean Slawson, and Commissioner Hayley Zoroya volunteered to be on the working group. Commissioner Devonna McLaughlin volunteered for the working group via email before the meeting.

7. GENERAL BUSINESS

- A.** Affordable Housing Continuum Maps Overview
Informational item only.

Ms. Jennifer Mikelson presented maps for the Affordable Housing Continuum that will be posted on the City of Flagstaff Housing Section's website.

Commissioners asked questions about how data was updated and if they could share the website. Ms. Jennifer Mikelson answered.

Commissioners and Council Liaison Khara House also expressed concern around privacy of residents receiving assistance and discrimination. Ms. Jennifer Mikelson, Ms. Justyna Costa, and Ms. Adriana Fisher, Housing Program Manager, answered that this was a concern of staff as well and had been taken into consideration. They welcomed further feedback from Commissioners if they felt that there were improvements that could be made.

Ms. Justyna Costa noted that this website was a way for Housing Section staff to tell their story.

- B. 10-Year Housing Plan Update: Progress Toward Overarching Goal
Informational only.

Ms. Adriana Fisher, Housing Program Manager, presented an update on the 10-Year Housing Plan's progress. There were no questions.

8. **INFORMATIONAL ITEMS TO/FROM COMMISSION MEMBERS, STAFF, AND FUTURE AGENDA ITEM REQUESTS**

- A. Update from Housing Authority Liaison

Commissioner Moses Milazzo said the Housing Authority Board voted to approve the Annual Plan in their meeting in March as put forth by the Flagstaff Housing Authority staff. He said they also heard a report of some recent staff changes.

- B. Update from Housing Commissioners and other informational items

None

- C. Update from Housing staff

Ms. Kristine Pavlik, Housing & Grants Administrator, gave an update on Community Development Block Grant (CDBG) and American Rescue Plan Act (ARPA) activity.

Ms. Jennifer Mikelson gave an update on the recently released 2023 Area Median Income (AMI) limits. She also mentioned that the second Habitat for Humanity Starter Home is currently being built.

Ms. Adriana Fisher informed the Commission about a survey she will be sending out to help gauge the Commissioners' experiences so staff can make any necessary changes. She also noted that five Commission seats will expire in September and requested that any Commissioners interested in reapplying do so by August 11. Housing Section staff will publish advertisements about the potentially vacant Housing Commission seats. Ms. Adriana Fisher thanked Commissioner Hayley Zoroya for participating in a video the City of Flagstaff published about serving on the City's commissions.

9. ADJOURNMENT

Chair Tyler Denham adjourned the meeting at 2:18 pm.

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at _____ a.m./p.m. This notice has been posted on the City's website and can be downloaded at www.flagstaff.az.gov.

Dated this _____ day of _____, 2023.

Adriana Fisher, Housing Program Manager



Housing Commission

7. A.

From: Adriana Fisher, Housing Program Manager
DATE: 07/27/2023
SUBJECT: Flagstaff Regional Plan 2045 Summer Update

STAFF RECOMMENDED ACTION:

Informational item only.

Executive Summary:

Housing commissioners will receive an update from Sara Dechter, Comprehensive & Neighborhood Planning Manager, and from Jordan Hollinger, Associate Planner, on the Flagstaff Regional Plan 2045 progress. The update will include information regarding participation opportunities available in the fall.

Attachments

Regional Plan 2045 Update

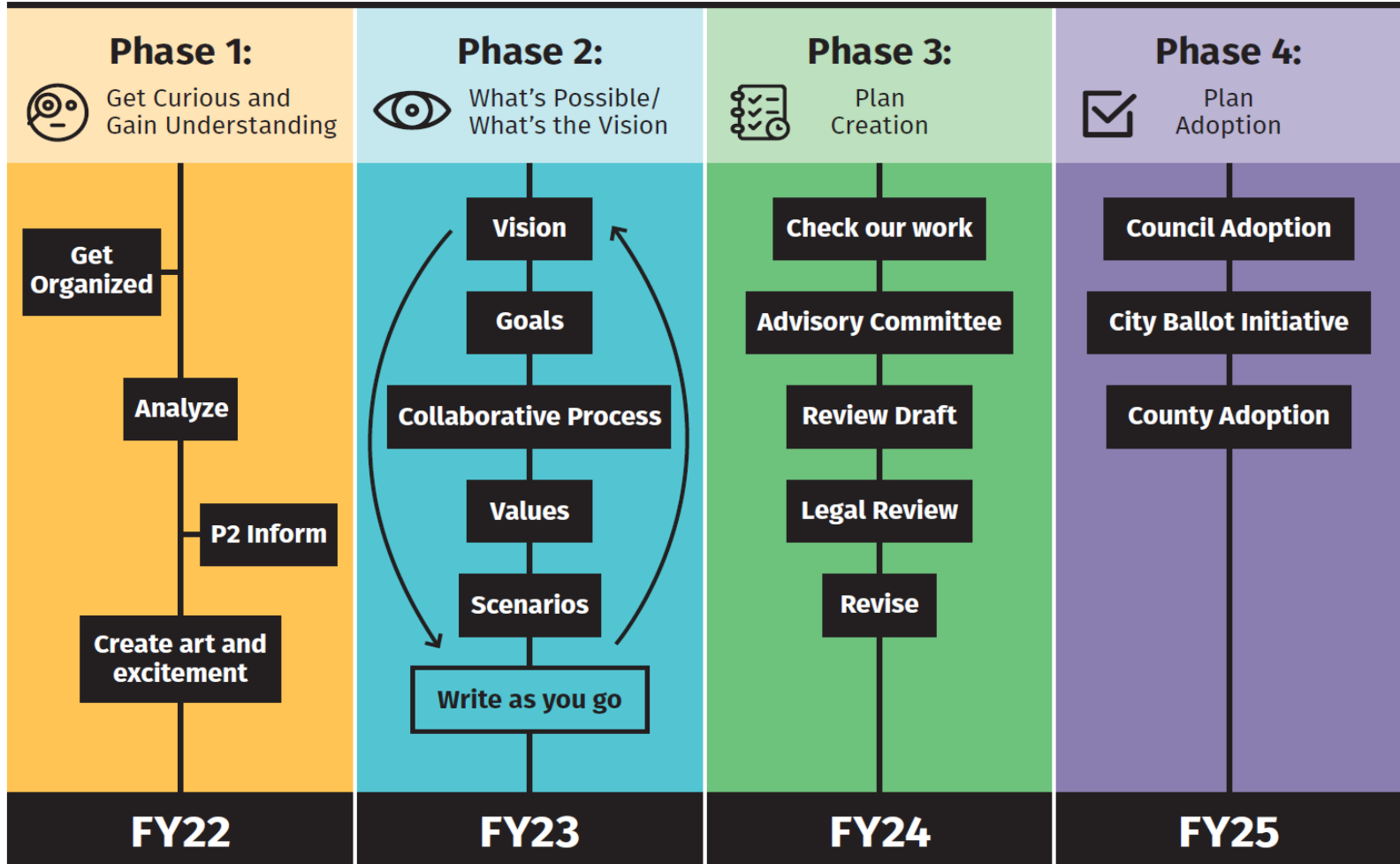


Flagstaff Regional Plan 2045 Update Boards and Commissions Summer Update

Summer 2023



Regional Plan 2045 Update Process



Phase 2: Visioning Workshops – Fall 2023

Visioning

Focal Question: Think about where and how you live, work, and play in the Flagstaff Region...How can we build a community together that allows all community members of the region to thrive through 2045 and beyond?

- **11** Workshops at 11 different locations throughout the community.
- **150+** Workshop Participants
- **126** Visioning Survey Responses



What We Heard:

Natural Environment, Open Space, Sustainability

A future where our natural environment and precious open spaces are intact and healthy. A future where Flagstaff uses its resources wisely and is resilient to the impacts of climate change.

Multi-Modal Transportation

A future where biking, walking, and transit are viable and competitive options to get around town.

Housing Options

A future where residents have a range of housing options that are affordable and meet their needs.

Diversity, Equity and Inclusion

A future where all residents have their broad range of needs met and where underrepresented populations are genuinely engaged and included in government decision making.

Character and Heritage Preservation

A future where Flagstaff retains its unique feel, character, and preserves important historic resources.

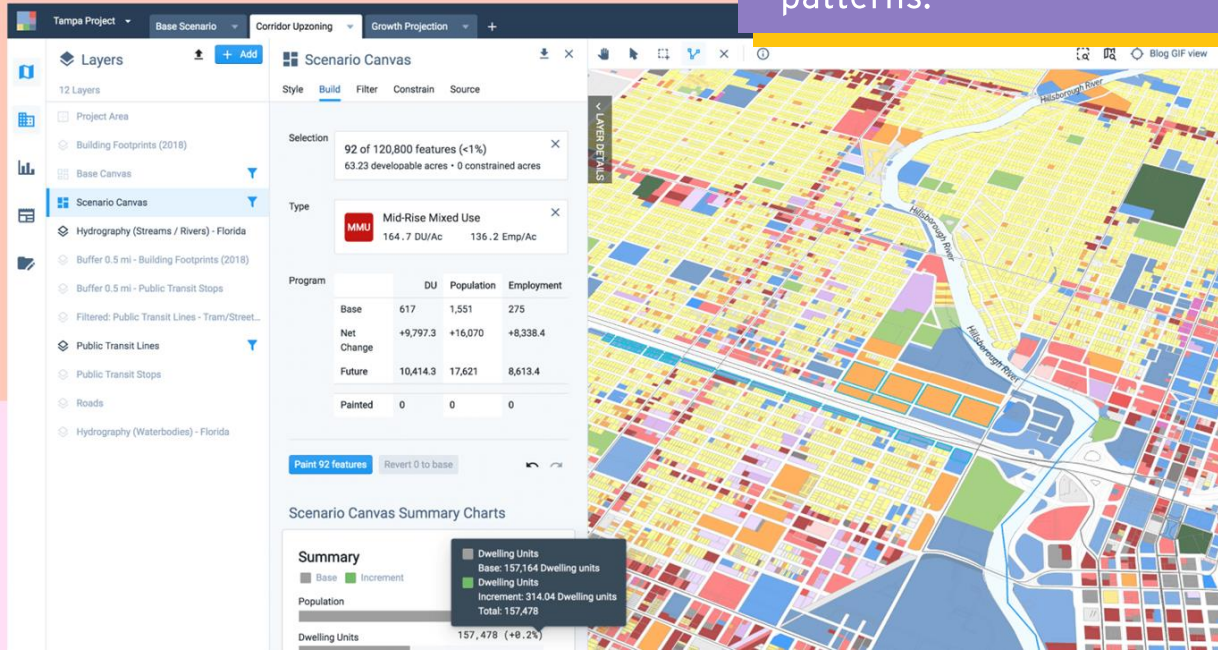
Local Government Accountability

A future where the Flagstaff and Coconino County are responsive to the needs of the community.

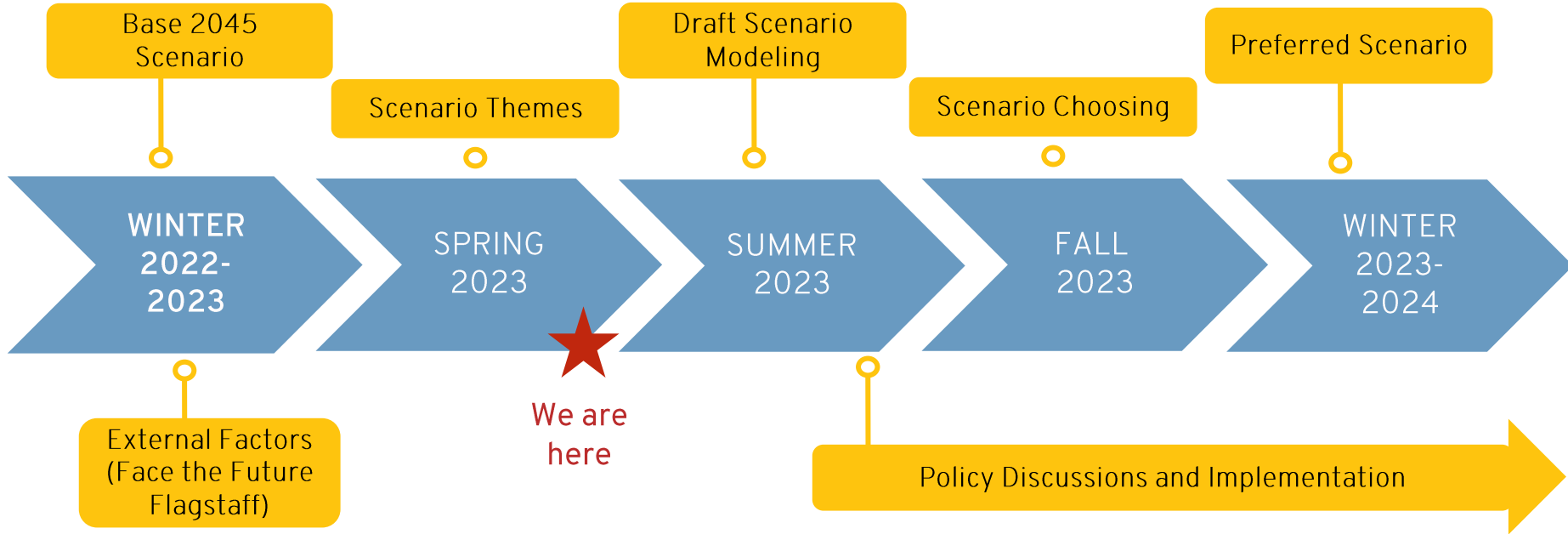
Phase 2: Scenario Planning

Scenario Modeling Work

Cascadia Partners is developing a set of growth scenarios for the 2045 Flagstaff Regional Plan using UrbanFootprint (UF), a scenario planning software that allows us to model different growth patterns.



Project Updates: Scenario Planning Project Timeline



Technical Advisory Group Purpose and Approach

The Technical Advisory Group's purpose is to advise City and County staff and the consulting team on the assumptions, data, and methods appropriate to engaging the community through scenario planning to ensure for a resilient and equitable future in the Flagstaff Region.

The public can watch and comment on meetings **asynchronously**. After the introductions, the meeting recording will start and it will be posted to the City website by the end of the week, usually with a feedback form.

TAG Members

Dorothy Denetsofie Gishie
Michele James
Devonna McLaughlin
Mikhael Star
Steven Gehrke
Tyler Denham
David Hayward
Stephanie Bauer
Paul Moore
Kim Robinson
David Carpenter
Chris Barrett
Pat McGervey
Julie Leid
Ben Ruddell
Tim Doodt
Roxana Cardiel de Niz
Terry Medeska

Who did we talk to?:

March 28 - April 13 (~3wks)

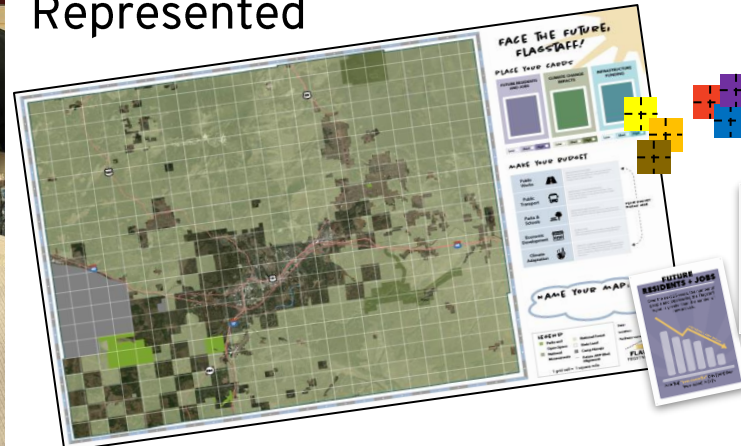
13 workshops

60 maps

285+ participants

10 Community Based Orgs
Represented

FACE THE FUTURE, FLAGSTAFF!



PLACETYPE	DESCRIPTION	NUMBER OF UNITS OR APPROX. DENSITY
RURAL RESIDENTIAL	Large lots on lots of 5 acres or more	250 units
NEIGHBORHOOD RESIDENTIAL	Single family homes, medium lot sizes	400 units
COMPACT RESIDENTIAL	Mid to single family, medium lot sizes, townhomes, apartments	600 units
RETAIL DISTRICT	Retail stores, restaurants and services	400 jobs
OFFICE/RESEARCH	Office buildings, research facilities, professional services	500 jobs
INDUSTRIAL/TECH	Light industrial and high manufacturing uses	300 jobs
PUBLIC/CIVIC	City or county offices, the courts, police and fire stations	300 jobs
PARKS	New city or county recreational parks	500 jobs

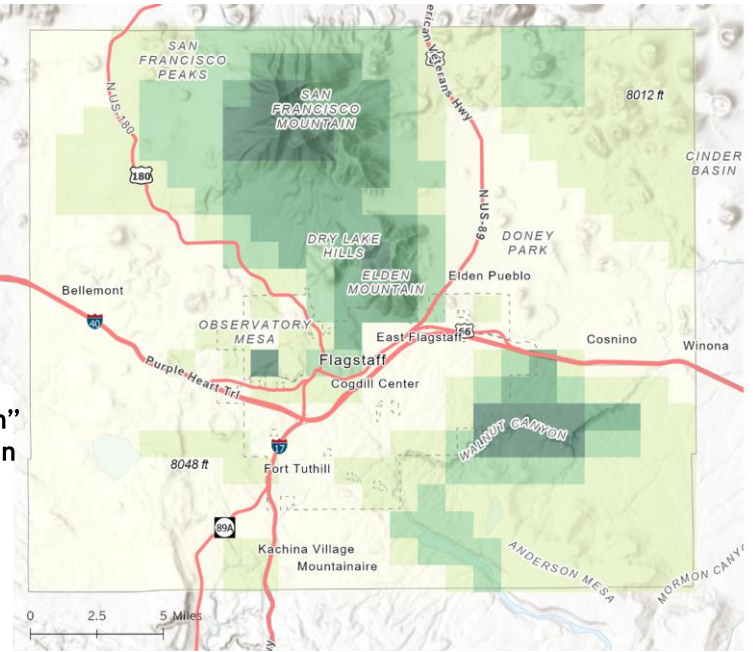
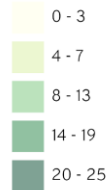
Types of Input Received

Group Discussion Notes

#	Date	Time	Map Name	Presenter	Note	Comment Category	Deck Code
1	28-Mar	8:00 AM	High Growth No Money	Sullivan Moore	"Are we willing to remove our protected open space?" Lowell Observatory	game play	existing protected zones
2	04-Apr	10:00 AM	Lighten Weight	Sully	"Chicken & Egg argument for climate impact" - in reference to climate or transit budget	game play	climate funding
3	14-Apr	1:00 PM	Thruway Plan	Jordan Hallinger	"Doing this was more difficult than mapping change on maps"	design	density
4	28-Mar	8:00 AM	High Growth No Money	Sullivan Moore	"High density" is compact and urban residential	game play	higher density housing
5	28-Mar	8:00 AM	High Growth No Money	Sullivan Moore	"Like a lot of things, someone had these wants and needs."	thematic	health
6	10-Apr	10:30 AM	Flagstaff East to West	unknown	"I want to pay attention to my grandchild"	thematic	future planning
7	02-Apr	10:30 AM	Flagstaff East to West	unknown	"I'm worried about my water bill"	thematic	water price
8	19-Apr	6:00 PM	Woolly Thinking	Sully	"Nature needs to stay out there" - referencing billings	thematic	selling necessary
9	13-Apr	3:00 PM	Keepin' it Real	Sully	"Nothing else matters if the town's on fire"	thematic	climate change concerns
10	19-Apr	3:00 PM	Survival Weekly	Jordan Hallinger	"Panic in the small job"	thematic	peer small job jobs
11	08-Apr	5:00 PM	Together We Can Do It! 2015	Wolana Reyes	"Security big concern in our schools"	thematic	school safety
12	08-Apr	3:00 PM	Keepin' it Real	Sully	"There's a lot of areas within city limits that we can't afford that"	thematic	affordability / density need
13	18-Apr	3:00 PM	Keepin' it Real	Sully	"We already have enough of these kind of residents"	thematic	density need
14	17-Mar	8:00 AM	High Growth No Money	Sullivan Moore	"We can't downsize an area and call it growth"	thematic	existing area
15	10-Apr	5:00 PM	Together We Can Do It! 2015	Wolana Reyes	"We need more middle and high schools"	thematic	lack of education availability
16	10-Apr	NA	Awwsome Sauce	Phoebe Curran	"What areas should we not expand into?" - Buffalo Park/Millman Mesa, Paradise Fields	thematic	no growth considerations
17	13-Apr	11:00 AM	Route 66 Corridor	Emma Lohman	0 climate adaptation	game play	budget allocation
18	17-Mar	11:00 AM	Balance & Sparrows	Ayano	1 small town not planned	game play	retail development
19	26-Mar	6:00 PM	A Firm Future in a 15 Minute City	Sully / Sonica	15 minute neighborhoods should be the goal	thematic	density considerations
20	14-Apr	11:00 AM	Route 66 Corridor	Emma Lohman	2 public works	game play	budget allocation
21	14-Apr	11:00 AM	Route 66 Corridor	Emma Lohman	2 parks/schools	game play	budget allocation
22	14-Apr	11:00 AM	Route 66 Corridor	Emma Lohman	3 economic dev.	game play	budget allocation
23	14-Apr	11:00 AM	Route 66 Corridor	Emma Lohman	3 in public transport	game play	budget allocation
24	13-Apr	11:00 AM	High Growth Flagstaff	Matthew Galton	3-4 story structures can be built without raising the view	thematic	density clarifications
25	13-Apr	11:00 AM	High Growth Flagstaff	Matthew Galton	4-6 elev. towers placed but didn't exchange for more jobs because felt like there were already enough when towers were cut up	game play	economic development
26	28-Mar	10:30 AM	Unstable Community + Equitable Access	Ayano	40,000 growth since 1990 was growth	thematic	historic growth
27	11-Mar	10:30 AM	Stanish	Mark Beach	40% street needs a vibrant center + bus access to sidewalks	thematic	40% street / protect sidewalks
28	22-Mar	6:00 PM	A Firm Future in a 15 Minute City	Sully / Sonica	A lot of parks are medical centers	game play	healthcare expansion
29	16-Apr	10:00 AM	Lighten Weight	Sully	Access to facilities near place of residence	game play	access to facilities
30	18-Apr	10:00 AM	Lighten Weight	Joseph O'Connell	access to neighborhood businesses such as small scale grocery, coffee shops, restaurants so we can make the whole community viable / vibrant	thematic	vibrant / thick & alive
31	07-Mar	11:00 AM	Kitari	Jordan Hallinger, Sara Decker	Accessibility: big topic throughout the game	thematic	Accessibility
32	20-Mar	10:30 AM	Low Densifications	Tyler Denham	Add busline to support new hospital, extend route & increase frequency	game play	new hospital site / expand public transit
33	04-Apr	10:30 AM	Low Densifications	Tyler Denham	Add ramp for new Flag Park	game play	Park development
34	09-Apr	NA	Flagless	Jordan Hallinger	Add some stuff along 66	game play	66 development
35	11-Mar	10:30 AM	Lighten Weight	Jordan Hallinger, Sara Decker	Added new building for 100' - 150' tall building 100' side	game play	100' development
36	17-Mar	11:00 AM	Arctic Phosphorus Plan	unknown	added busline and retail in chase area for job/housing	game play	Chase development
37	11-Apr	NA	Arctic Phosphorus Plan	unknown	added industries, schools, houses, stores near airport and new hospital	game play	airport development / new hospital site
38	13-Apr	11:00 AM	Flagless	Tyler Denham	adding each concept	game play	hill build
39	13-Apr	11:00 AM	Flagless	unknown	adding more retail to west Flagstaff	game play	west Flag retail
40	14-Apr	NA	NA	Jordan Hallinger	adding concepts/development along 66 heading through Doney and Timberline	game play	66 concept
41	17-Mar	6:00 PM	Free Unlimited Growth	Jordan Hallinger	Added 200' high residential growth	game play	200' growth concept

Digitized Map Data

"No-Growth" Lines Drawn



What We Heard:

Growth

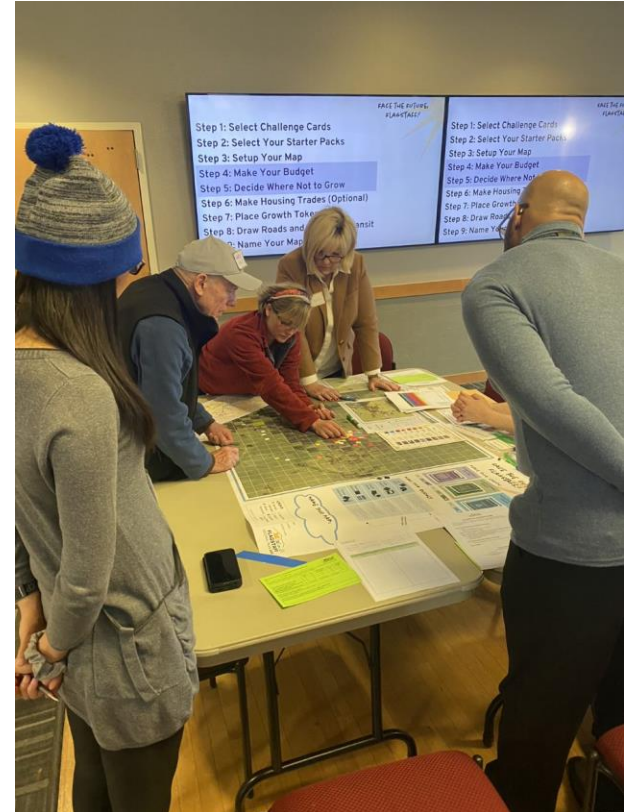
General support for mixed use development. Develop more amenities + services across neighborhoods and activity centers. Manage density.

Transportation

General support/desire for more transit connections and roads across Flagstaff.

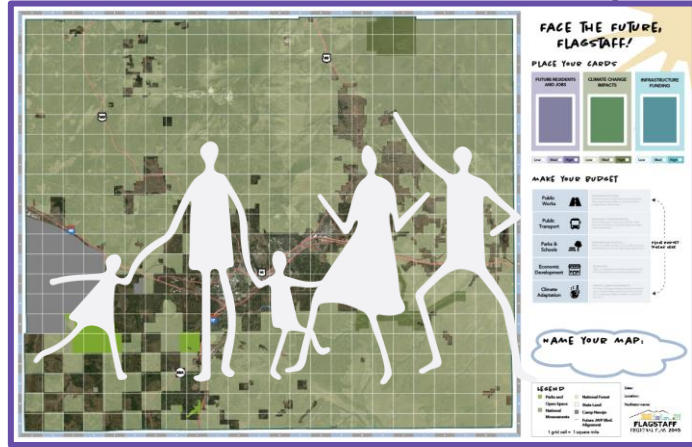
Land Protection

State/federal forest area and open space is a coveted resource and what makes Flagstaff attractive



Getting to Scenario Themes

Visioning and Face-the-Future Workshops



Growth Idea

Growth Idea

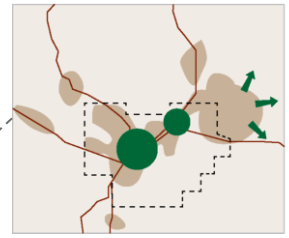
Growth Idea

Growth Idea

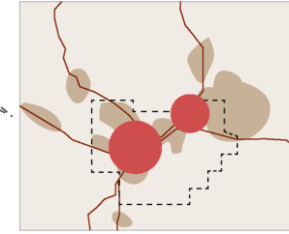
ONLINE SURVEY

Growth Idea

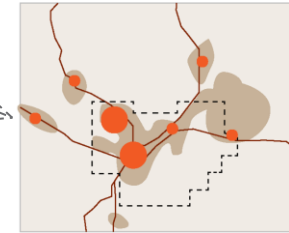
Scenario Theme A



Scenario Theme B



Scenario Theme C



Business As Usual (BAU)

What happens if past trends continue and our policies do not change?

- Location of growth follows recent trends
- Region grows a “medium” amount - between the highest and lowest growth estimates projected by the State of Arizona.

The scenarios will be used for the regional plan to test various approaches to managing the region’s growth. The Business As Usual (BAU) scenario is the first scenario that is developed, and it is considered the baseline scenario. It explores how the region might look in 2045 if all of our policies, priorities, and levels of investment look similar to the way they are today.

Alternative Scenario A

What happens when we do things differently?

Alternative Scenario B

What happens when we do things differently?

Alternative Scenario C

What happens if we do things differently?

Project Updates: Upcoming Events

- **MAY 12th - JUNE 2nd** - Public survey
- **JUNE 12th** – TAG Meeting 4
- **JUNE 15th at 1pm**- Webinar
- **June 26th at 6pm**– Open House, Flagstaff City Hall
- **JULY/AUG 2023** – TAG Meeting 5
- **SEPT/OCT 2023** – Scenario Choosing

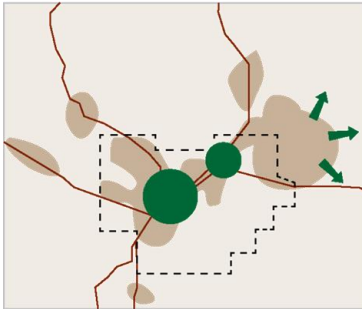
Moving into Phase III

The Regional Plan Committee
and Plan Creation

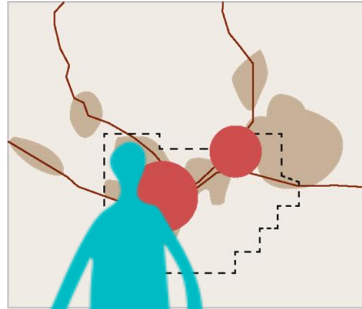
Scenario Choosing

In the fall, after the alternative scenarios have been developed, the public will get to evaluate and compare the scenarios and ultimately chose which scenario is the best fit with the goals and priorities of the region.

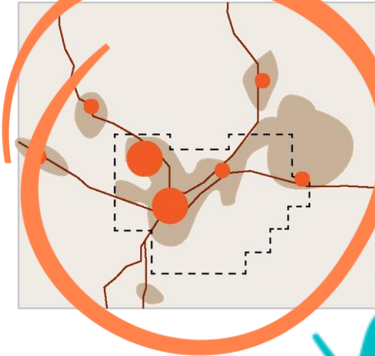
SCENARIO 1



SCENARIO 2



SCENARIO 3



Regional Plan Committee

Manager-appointed Committee

- Each Council and Board member provide nominations to the Clerk
- Staff is creating a report on the nominations for the City and County Manager
- City and County Manager review and invite approximately 20 members to the Committee.



Regional Plan Committee

Committee Process

- First meeting in August/September 2023
- Will meet 1-2 times per month
- Not a formal Committee but will set up rules and procedures to ensure meetings are advertised, posted and available to the public.
- There will be opportunities for public comment at meetings.



How will we create a Plan?

- Determine the rules and procedures for meetings
- Set schedule
- Go over scenario planning framework
- Set writing objectives

Set the Stage

Develop Framework

- Provide land use chapter and framework for area types for review
- Review Future Growth Illustration and Plan Amendment categories
- Create other goals and policies to support growth illustration

- Staff will prepare chapters of the Plan and submit for review
- Committee will endorse the draft plan, request a final legal review and required public review

Review Chapters



Housing Commission

7. B.

From: Adriana Fisher, Housing Program Manager

DATE: 07/27/2023

SUBJECT: Overview of the Updated Housing Section Limited English Proficiency (LEP) Language Access Plan (LAP)

STAFF RECOMMENDED ACTION:

Informational item only.

Executive Summary:

Adriana Fisher, Housing Program Manager, will provide an overview of the update to the current Housing Section Limited English Proficiency (LEP) Implementation Plan.

Attachments

Housing Section LEP LAP Presentation

Housing Section LEP LAP 2023 - FINAL for Public Comment

Limited English Proficiency (LEP) Language Access Plan (LAP)

July 27, 2023





Today, we'll discuss:

- Acronyms
- Overview of Title VI, 42 U.S.C. § 2000d, of the 1964 Civil Rights Act
- Executive Order 13166
- Reasons to Update the Current LEP Implementation Plan
- Updated Language Access Plan
 - Four-Factor Analysis
 - Procedures
- Public Comment Period



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Acronyms



LEP = Limited English Proficiency

LAP = Language Access Plan

CDBG = Community Development Block Grant



An Overview of Title VI

Title VI, 42 U.S.C. § 2000d, of the 1964 Civil Rights Act

“No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

<https://www.justice.gov/crt/fcs/TitleVI-Overview>



Executive Order 13166

- Purpose

- Enforces Title VI, 42 U.S.C. § 2000d, of the 1964 Civil Rights Act
- Clarifies existing Title VI responsibilities for entities that receive federal funds
- Requires agencies to review their services and develop a plan (LAP) so LEP persons have meaningful access to their programs and activities
 - Compliance standards and guidance by the Department of Justice
 - Plan not meant to overburden agencies
 - Plan required to be reviewed by stakeholders



Why update the LEP Implementation Plan now?



- Current LEP Implementation Plan - 2010
- 10-Year Housing Plan
 - **Protect 3.2**: Examine and update, if needed, the City of Flagstaff's Housing Limited English Proficiency (LEP) Plan.
- Growing & more diverse community
- Equity & Inclusion



The Updated Language Access Plan (LAP)





- Name changed from “LEP Implementation Plan”
- Will go into effect in September
- Created based on the Department of Justice’s guidance document – referenced in EO 13166

The cover of the "LIMITED ENGLISH PROFICIENCY LANGUAGE ACCESS PLAN" document. The top half features a photograph of a town with snow-capped mountains in the background. The title is written in large, bold, black letters. Below the title, it says "HOUSING SECTION CITY OF FLAGSTAFF" in blue. At the bottom, there are two logos: the City of Flagstaff logo and the Equal Housing Opportunity logo.

**LIMITED
ENGLISH
PROFICIENCY
LANGUAGE
ACCESS PLAN**

HOUSING SECTION
CITY OF FLAGSTAFF





LAP Four-Factor Analysis



- **Factor 1:** Number of LEP persons likely to be served by the program
 - 4% Flagstaff residents speak English less than “very well”
 - 2.2% of these residents speak Spanish
- **Factor 2:** Frequency of contact with the program
 - CDBG and other programs to be fully equitable
- **Factor 3:** Importance of the program
 - Housing Emergency!
- **Factor 4:** Resources and Cost
 - Various resources available at a minimal cost



LAP Procedures



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Contents:

- Identifying LEP persons
- Language Access Measures
- Staff Training
- Providing Notice to LEP Persons
- Monitoring and updating the LEP policy
- Complaint procedure



Public Comment Period

Stakeholders will be able to provide input on the new LEP LAP from **August 1st through **August 30th**.**

All public comments may be submitted to:

Adriana Fisher, Language Access Plan Coordinator

By Email: AFisher@FlagstaffAZ.gov

By Mail: City of Flagstaff Housing Section
Attn: Adriana Fisher
211 W Aspen Ave
Flagstaff, AZ 86001

Questions?

Adriana Fisher

Housing Program Manager | Housing Commission
Liaison | Language Access Plan Coordinator

AFisher@FlagstaffAZ.gov | (928)213-2748



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LIMITED ENGLISH PROFICIENCY LANGUAGE ACCESS PLAN

HOUSING SECTION
CITY OF FLAGSTAFF



Updated September 2023

Purpose

The City of Flagstaff Housing Section (CFHS) is a recipient of federal funds, and therefore required to comply with Executive Order 13166. On August 11, 2000, [Executive Order 13166](#) was implemented to clarify existing Title VI responsibilities for entities that receive federal funds. The goal of the order is to improve access to federal programs and activities for persons who have Limited English Proficiency (LEP) due to their national origin and may be limited in their ability to speak, read, write, or understand the English language.

CFHS is committed to reducing barriers and ensuring equal opportunity for all persons who apply for any program or activity administered by the section. [Title VI, 42 U.S.C. § 2000d, of the 1964 Civil Rights Act](#) specifies that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

As an entitlement community receiving an annual allocation of Community Development Block Grant (CDBG) funds from the Department of Housing and Urban Development (HUD), Executive Order 13166 applies to all CFHS programs and activities. This Language Access Plan (LAP) outlines the reasonable steps the CFHS will take to provide meaningful access to all programs and activities for LEP persons, in accordance with Executive Order 13166.

Four-Factor Analysis

To identify the extent and adequacy of assistance a LEP person will receive, the following four-factor analysis was conducted:

Factor 1: Number of LEP Persons Likely to be Served by the Program

While CFHS programs and activities only serve a portion of the Flagstaff population, they impact the whole community. The United States Census Bureau indicates 4.0% of Flagstaff residents speak English less than “very well,” with the largest single incidence being 2.2% (1,534 persons) among those who speak Spanish (2020 Selected Social Characteristics, American Community Survey).

Factor 2: Frequency of Contact with the Program

The CFHS administers a variety of programs. Examples of these programs are a down payment assistance program, an Owner-Occupied Housing Rehabilitation Program, and a Community Land Trust/Deed Restricted homeownership program. Clients initially interact with a non-profit community partner, contracted by the CFHS, to determine eligibility. As the community partner receives federal grant funds through the CFHS, it is also obligated to comply with Executive Order 13166. Following eligibility determination and the close of escrow of affordable homes, the CFHS works, as necessary, with clients directly to manage loans and assist in complying with the requirements of the deed and promissory note. The frequency of contact for these programs is every 18-24 months on average.

Through the administration of the CDBG program, CFHS staff work directly with subrecipients, who are also responsible for complying with Executive Order 13166.

Factor 3: Importance of the Program

The Flagstaff City Council declared a Housing Emergency for the City of Flagstaff on December 1, 2020, recognizing the need to make housing a priority for the organization. [Resolution No. 2020-66](#) indicates

there has been a documented need for affordable housing in Flagstaff for over 50 years, but the need has reached crisis levels recently due to overwhelmingly high housing costs resulting from limited supply and Area Median Income (AMI) limits not keeping up with housing affordability and rent increases. As the resolution points out, "research shows that households with safe, decent, and affordable homes are better able to find employment, perform better in school and maintain improved health." CFHS programs and activities are committed to providing safe, decent, and affordable housing for all Flagstaff residents.

Factor 4: Resources and Cost

Interpretation and translation services are available at a minimal cost to the CFHS. Spanish is the predominant language spoken by those who state that they speak English less than "very well." The CFHS currently has employees that are bilingual in English/Spanish and in English/Polish. As requested by a LEP person, and if approved by CFHS, friends and/or family members of LEP persons are used to provide interpretation and translation, as this method is cost-effective, allows for accurate translation into the language spoken by the LEP person, and often leaves the LEP person most at ease. In the event interpretation is needed and no staff member, friend, or family member is available, the CFHS will utilize an on-demand telephonic and/or by-appointment video interpretation service provided by CyraCom International through a contract with the City of Flagstaff Housing Authority (CFHA).

Procedures

Identifying LEP Persons

The following measures will be utilized to identify LEP persons:

- For telephone contact with LEP persons needing assistance, CFHS personnel will identify the language or contact the on-call interpretation service to identify the language.
- All applications for CFHS programs and activities include a question to determine if the client is LEP and needs additional interpretive services.
- Prior to any CFHS-sponsored public meetings, workshops, or conferences, staff will advertise that LEP accommodations are available given reasonable notice.
- Advertisements, fliers, notices, and announcements will contain the following notice: "Persons requiring language, hearing, visual, mobility, or other accommodations may contact the City of Flagstaff Housing Section at (928)213-2750 or TDD 711 to make special arrangements for services."
- **Language Identification and I Speak Cards** will be utilized as necessary to identify an LEP person's primary language.

Language Access Measures

CFHS is committed to providing reasonable interpretation and translation services at no cost to LEP persons.

CDBG staff will ensure that all subrecipients comply with Executive Order 13166. Specifically, subrecipients must have an LEP language access plan to provide meaningful access to services.

As the CFHS office is closed to the public, individuals seeking in-person communication are encouraged to visit the CFHA office located at 3841 N. Fanning Drive, Flagstaff AZ 86004. The CFHA has an LEP LAP plan to assist such persons.

The following services are available to LEP persons through the CFHS:

- Bilingual staff
 - The City of Flagstaff has multiple employees who are bilingual in English/Spanish, and one within the CFHS who is bilingual in Polish, who can be utilized based on availability.
- Telephone interpreter lines
 - The CFHA is contracted with a service that provides on-demand telephonic and by-appointment video interpretation. The CFHS will contact this service as necessary.
- Written language services
 - The City of Flagstaff website, which provides information about the CFHS programs, is compatible with a universal translator.
 - Notices, flyers, and other outreach documents will be posted in English and Spanish.
 - Vital documents will be translated to Spanish by request via CFHA's contracted service, which provides certified translations. All documents will contain the wording, "This translation is provided as a service required under Executive Order 13166. The English version is the official, legal-binding document. This translated document is not an official document."
 - Documents required by LEP persons speaking a language other than Spanish will be translated using the Microsoft Word translator.
 - HUD translated documents will be provided as needed to all language groups where such documents exist.
- Community volunteers
 - To the extent possible, with consent from the LEP person and as agreed by the CFHS, friends and family of the LEP person may be utilized to provide interpretation and translation.

Staff Training

All CFHS staff will be trained on Executive Order 13166 and this LAP. The training will consist of:

- An overview of Title VI of the 1964 Civil Rights Act;
- The CFHS's responsibility under Executive Order 13166;
- Accessing and utilizing **language identification and I Speak cards**;
- Language measures provided by the CFHS;
- How to access a staff interpreter;
- How to access the on-call interpreter service;
- Documentation of language assistance requests; and
- How to handle a complaint.

Staff training on the LAP will be provided by the Language Access Plan Coordinator upon update of the LAP or upon hiring new staff.

Providing Notice to LEP Persons

The following measures will be taken to provide notice to LEP persons of the language services available to them:

- This LAP will be posted on the City of Flagstaff Housing Section **webpage** and shall be made available by request to any entity or individual.
- Correspondence, advertisements, fliers, and announcements for any CFHS-sponsored activity will contain the following notice: "Persons requiring language, hearing, visual, mobility, or other accommodations may contact the City of Flagstaff Housing Section at (928)213-2750 or TDD 711 to make special arrangements for services."

- CFHS will ensure community partners who perform contracted services in the Flagstaff community comply with Executive Order 13166.

Monitoring and Updating LEP Policy

While the CFHS utilized the US Census Bureau data in the four-factor analysis conducted for this LAP, to increase the quality of services provided by CFHS, it is important to better track the LEP persons served by the CFHS programs and activities. Effective September 2023, CFHS staff will begin tracking LEP persons served.

Effective September 2023, Adriana Fisher, Housing Program Manager, will serve as the Language Access Plan Coordinator for CFHS and will be responsible for regularly tracking, monitoring, and updating the LAP to reflect new or changing information and to ensure compliance with Executive Order 13166, at least every five years. The duties of the Language Access Plan Coordinator are to ensure that LEP clients are appropriately represented in all programs and activities. If a new Language Access Plan Coordinator is assigned, this document will be updated to reflect the change.

Complaint Procedure

Complaints, suggestions, or comments regarding this LAP should be submitted in writing to the Language Access Plan Coordinator. A written response will be returned within 15 business days.

<u>By Email:</u>	or	<u>By Mail:</u>
AFisher@FlagstaffAZ.gov		City of Flagstaff Housing Section Attn: Adriana Fisher 211 W Aspen Ave Flagstaff, AZ 86001

If dissatisfied with the Language Access Plan Coordinator's response, please submit complaints, suggestions, or comments in writing, along with the initial response received, to the CFHS Assistant Housing Director, Justyna Costa. A written response will be received within 15 business days.

<u>By Email:</u>	or	<u>By Mail:</u>
JCosta@FlagstaffAZ.gov		City of Flagstaff Housing Section Attn: Justyna Costa 211 W Aspen Ave Flagstaff, AZ 86001