



# Limited English Proficiency Plan

*Last Updated April 2016*

# **City of San Luis Limited English Proficiency Plan**

## **INTRODUCTION**

This Limited English Proficiency Plan (“LEP Plan”) has been prepared to address the City of San Luis, Arizona responsibilities as a recipient of federal financial assistance as such responsibilities relate to the needs of individuals with limited English language skills. The LEP Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which provide that no person shall be subjected to discrimination on the basis of race, color or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying the recipients’ obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including the City of San Luis (“City”) which receives federal assistance through Yuma County and the State of Arizona.

## **LEP PLAN SUMMARY**

The City has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (“LEP”) who wish to access services provided by the City. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have a limited ability to read, speak, write or understand English.

This LEP Plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, how to notify LEP persons that assistance is available, and information for future LEP Plan updates.

In developing this LEP Plan, the City undertook the four-factor LEP analysis which considers the following factors: 1) the number or proportion of LEP persons in the service area who may be served or are likely to encounter a City program, activity or service; 2) the frequency with which LEP persons come in contact with City programs, activities or services; 3) the nature and importance of programs, activities or services provided by the City to the LEP population; and 4) the resources available to the City and the overall costs to provide LEP assistance. A summary of the results of the four-factor analysis is provided in the following section.

## **FOUR-FACTOR ANALYSIS**

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City program, activity or service.

City staff reviewed the 2010 U.S. Census Report and determined that of 25,505 persons in the City 2,066 persons (8.1% of the population) speak only English; 23,439 persons (91.9% of the population) speak a language other than English. In the City, 2,066 persons (8.1%) have

## QuickFacts

### San Luis city, Arizona

QuickFacts provides statistics for all states and counties, and for cities and towns with a population of 5,000 or more.

ALL TOPICS

V

SAN LUIS CITY,  
ARIZONA

#### People

##### Population

Population estimates, July 1, 2015, (V2015)	NA
Population estimates, July 1, 2014, (V2014)	31,091
Population estimates base, April 1, 2010, (V2015)	NA
Population estimates base, April 1, 2010, (V2014)	27,909
Population, percent change - April 1, 2010 (estimates base) to July 1, 2015, (V2015)	NA
Population, percent change - April 1, 2010 (estimates base) to July 1, 2014, (V2014)	11.4%
Population, Census, April 1, 2010	25,505

##### Age and Sex

Persons under 5 years, percent, July 1, 2014, (V2014)	X
Persons under 5 years, percent, April 1, 2010	9.2%
Persons under 18 years, percent, July 1, 2014, (V2014)	X
Persons under 18 years, percent, April 1, 2010	36.9%
Persons 65 years and over, percent, July 1, 2014, (V2014)	X
Persons 65 years and over, percent, April 1, 2010	5.9%
Female persons, percent, July 1, 2014, (V2014)	X
Female persons, percent, April 1, 2010	50.5%

##### Race and Hispanic Origin

White alone, percent, July 1, 2014, (V2014) (a)	X
White alone, percent, April 1, 2010 (a)	63.2%
Black or African American alone, percent, July 1, 2014, (V2014) (a)	X
Black or African American alone, percent, April 1, 2010 (a)	0.3%
American Indian and Alaska Native alone, percent, July 1, 2014, (V2014) (a)	X
American Indian and Alaska Native alone, percent, April 1, 2010 (a)	0.5%
Asian alone, percent, July 1, 2014, (V2014) (a)	X
Asian alone, percent, April 1, 2010 (a)	0.2%
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2014, (V2014) (a)	X
Native Hawaiian and Other Pacific Islander alone, percent, April 1, 2010 (a)	0.1%
Two or More Races, percent, July 1, 2014, (V2014)	X
Two or More Races, percent, April 1, 2010	2.8%
Hispanic or Latino, percent, July 1, 2014, (V2014) (b)	X
Hispanic or Latino, percent, April 1, 2010 (b)	98.7%
White alone, not Hispanic or Latino, percent, July 1, 2014, (V2014)	X
White alone, not Hispanic or Latino, percent, April 1, 2010	0.9%

##### Population Characteristics

Veterans, 2010-2014	382
Foreign born persons, percent, 2010-2014	45.2%

##### Housing

Housing units, July 1, 2014, (V2014)	X
Housing units, April 1, 2010	6,525
Owner-occupied housing unit rate, 2010-2014	73.9%
Median value of owner-occupied housing units, 2010-2014	\$113,700
Median selected monthly owner costs -with a mortgage, 2010-2014	\$923
Median selected monthly owner costs -without a mortgage, 2010-2014	\$327
Median gross rent, 2010-2014	\$618
Building permits, 2014	X

##### Families and Living Arrangements

Households, 2010-2014	7,944
Persons per household, 2010-2014	3.54
Living in same house 1 year ago, percent of persons age 1 year+, 2010-2014	89.4%
Language other than English spoken at home, percent of persons age 5 years+, 2010-2014	91.9%

##### Education

High school graduate or higher, percent of persons age 25 years+, 2010-2014	44.6%
Bachelor's degree or higher, percent of persons age 25 years+, 2010-2014	8.6%

##### Health

With a disability, under age 65 years, percent, 2010-2014	4.2%
Persons without health insurance, under age 65 years, percent	31.2%

In civilian labor force, total, percent of population age 16 years+, 2010-2014	53.1%
In civilian labor force, female, percent of population age 16 years+, 2010-2014	47.7%
Total accommodation and food services sales, 2012 (\$1,000)	9,478
Total health care and social assistance receipts/revenue, 2012 (\$1,000)	15,650
Total manufacturers shipments, 2012 (\$1,000)	D
Total merchant wholesaler sales, 2012 (\$1,000)	36,121
Total retail sales, 2012 (\$1,000)	136,023
Total retail sales per capita, 2012	\$5,149
<b>Transportation</b>	
Mean travel time to work (minutes), workers age 16 years+, 2010-2014	23.5
<b>Income and Poverty</b>	
Median household income (in 2014 dollars), 2010-2014	\$31,064
Per capita income in past 12 months (in 2014 dollars), 2010-2014	\$9,702
Persons in poverty, percent	32.2%
<b>Businesses</b>	
Total employer establishments, 2013	X
Total employment, 2013	X
Total annual payroll, 2013	X
Total employment, percent change, 2012-2013	X
Total nonemployer establishments, 2013	X
All firms, 2012	1,454
Men-owned firms, 2012	597
Women-owned firms, 2012	709
Minority-owned firms, 2012	1,289
Nonminority-owned firms, 2012	131
Veteran-owned firms, 2012	F
Nonveteran-owned firms, 2012	1,406
<b>Geography</b>	
Population per square mile, 2010	796.3
Land area in square miles, 2010	32.03
FIPS Code	0463470

<http://www.census.gov/quickfacts/table/PST045215/0463470>

4/11/2016

LEP; that is, they speak English “not well” or “not at all.” In the City, of those persons with LEP, 23,439 speak Spanish, 0 speak Asian and Pacific Island languages, and 0 speak other languages.

2. The frequency with which LEP persons come in contact with City programs, activities or services.

The City assessed the frequency with which employees have, or could have, contact with LEP persons. This includes documenting phone inquiries and walk-ins. City staff have daily contact with LEP persons as evidenced by requests for interpreters and by requests for translation of City documents. All front receptionists, court clerks, and 911 have daily contact with LEP persons, Spanish Speakers. The only LEP persons who were non-Spanish speakers experience were the Court Clerks who had 2 individuals in the last 10 years.

3. The nature and importance of programs, activities or services provided by the City to the LEP population.

Of the City’s population, 8.1% speak English and Spanish or Spanish only. As a result, there are social, service, professional and leadership organizations within the City service area that focus on outreach to LEP individuals. The City Council and City management have made it a priority to ensure that LEP assistance is available within the City.

4. The resources available to the City and overall costs to provide LEP assistance.

The City assessed its available resources that could be used for providing LEP assistance. This included identifying how much professional interpreter and translation services would cost on an as needed basis, which documents would be the most valuable to be translated, taking an inventory of available organizations with which the City could partner for outreach and translation efforts, and what level of staff training is needed.

Based on the four-factor analysis, the City developed its LEP Plan as outlined in the following section.

## **LEP PLAN OUTLINE**

### **Identification of LEP person in Need of Language Assistance**

Below are tools to help identify persons who may need language assistance:

The City Council stands behind a diverse employment population that will provide quality services to City residents and other constituents. With 91.9% of the City’s population speaking a language other than English, the City Council understands the need to have a diverse employment population available to serve both English and non-English speaking individuals. Our employee demographics are: Less than 1% Asian;

Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.

When the City sponsors an event, having a staff person greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English.

Front-line staff will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

### **Language Assistance Measures**

LEP whose language is Spanish may contact all staff in Spanish in person, by phone or by e-mail. If the staff person they reach happens not to be fluent in Spanish, a staff person is available immediately to assist. The City contracts Spanish/English professional interpreters for official proceedings held in English, free of charge to the LEP individuals interpreters for the Municipal Court and City Council Meetings. For other languages, the City will provide interpreters as needed for official proceedings. For LEP individuals who are not Spanish speakers, the City pays for reputable interpreter service by telephone, Optimal Phone Interpreters 877-746-4674. All front desk personnel have language identification cards also known as "I Speak Cards" displaying various written languages with the English word for that language in order to assist in determining the native language of the LEP person.

### **Safe Harbor Provision**

The City of San Luis complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches the City's LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes

This LEP Plan is posted on the agency website, [www.cityofsanluis.org](http://www.cityofsanluis.org).

Sample documents of the types of services the City of San Luis provides for LEP individuals are attached.

### **Staff Training**

All City staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the City staff orientation process for new hires. Training topics are listed below:

Understanding the City Title VI Policy and LEP responsibilities.

What language assistance the City offers.

Use of LEP "I Speak Cards"

Documentation of language assistance requests.

How to handle a potential Title VI and/or LEP complaint.

### **Outreach Techniques**

If City staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on the known LEP population in the area.

In each general public meeting notice, City staff shall insert a clause that translates into “A (insert alternative language) translator will be available.” For example, “Un traductor del idioma español estará disponible,” which means “A Spanish translator will be available.”

### **Monitoring and Updating the LEP Plan**

The City will update the LEP Plan as required by local and federal regulations. At a minimum, the LEP Plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the City service area. Updates will include the following:

The number of documented LEP person contacts encountered annually.

How the needs of LEP persons have been addressed.

Determination of the current LEP population in the service area.

Determination as to whether the need for translation services has changed.

Determine whether the City has fully complied with the goals of this LEP Plan.

Determine whether complaints have been received concerning the agency’s failure to meet the needs of LEP individuals.

### **Dissemination of the LEP Plan**

A link to Title VI of the Civil Rights Act of 1964 and a link to the City LEP Plan will be included on the City website, [www.cityofsanluis.org](http://www.cityofsanluis.org). The City will post signs at City Hall notifying LEP persons of the LEP Plan and of how to access language services.

Questions or comments regarding the LEP Plan may be submitted to the City’s Title VI Coordinator.

Maria Sabori  
Human Resources Department  
City of San Luis  
1090 E. Union Street  
San Luis, AZ 85349  
Email: [MSabori@cityofsanluis.org](mailto:MSabori@cityofsanluis.org)



# NEIGHBORHOOD CLEAN UP

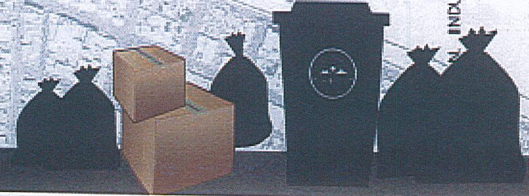
2016  
WEST CITY MAP



**APRIL 18 - JUNE 3**  
**SCHEDULE**

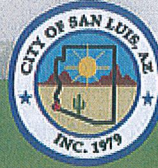
[WWW.CITYOFSANLUIS.ORG/CLEANUP](http://WWW.CITYOFSANLUIS.ORG/CLEANUP)

- 1** 4/18 - 4/29
- 2** 5/2 - 5/6
- 3** 5/9 - 5/13
- 4** 5/16 - 5/20
- 5** 5/23 - 5/27
- 6** 5/31 - 6/03



For more information please call the Public Works Department at 928.341.8577

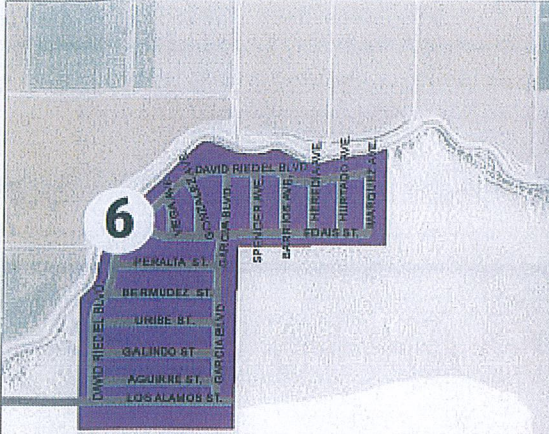
This map is for informational purposes only. The City of San Luis assumes no liability.



# NEIGHBORHOOD CLEAN UP

## 2016

### EAST CITY MAP



#### NOTICE

Please see city map for upcoming pick-up dates in your area. One time pick-up only on your street and address. Any additional pick-ups will be considered Special Pick-Up service, fees apply. Please see informational brochure for details on acceptable and non-acceptable items. For additional information or questions, you can contact the Public Works Department at 928-341-8577 or visit our website: [www.cityofsanluis.org/cleanup](http://www.cityofsanluis.org/cleanup). We appreciate your cooperation in **HELPING CLEAN OUR COMMUNITY ONE HOUSE AT A TIME!**

#### AVISO

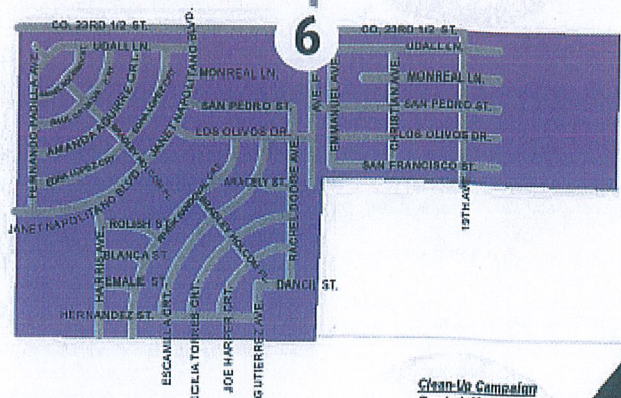
Por favor revise el mapa de la ciudad con el calendario de fechas en que pasaran por su area. Se recolectara una sola vez por su calle y domicilio. Colecciones especiales se haran solo con previo pago de una cuota. Por favor de revisar el folleto para mas informacion acerca de articulos que SI colectaremos y los que NO colectaremos. Para informacion adicional o preguntas, puede usted comunicarse al Departamento de Obras Publicas al telefono 928-341-8577 o en la pagina web: [www.cityofsanluis.org/cleanup](http://www.cityofsanluis.org/cleanup). Agradecemos su cooperacion **AYUDANDO A MANTENER NUESTRA COMUNIDAD LIMPIA UNA CASA ALA VEZ!**

## APRIL 18 - JUNE 3

# SCHEDULE

[WWW.CITYOFSANLUIS.ORG/CLEANUP](http://WWW.CITYOFSANLUIS.ORG/CLEANUP)

**6** 5/31 - 6/03



Posted on: April 4, 2016

## Advertencia Sobre Estafa a la Ciudadania

San Luis, Arizona — La Ciudad de San Luis está poniendo sobre aviso al público en general acerca de la última estafa dirigida a los residentes. Una llamada fue reportada el día de ayer sobre un fraude relacionado con un pago. Un residente recibió una llamada de alguien que pretendía cobrar un recibo de servicios públicos (agua y drenaje) vencido con el fin de que los servicios no se hubiesen desconectado. El número que apareció en el identificador de llamadas lleva el prefijo 1-877-XXX-XXX.

Se les avisa a los ciudadanos que la Ciudad de San Luis no contacta por teléfono al público en general demandando dinero o cualquier otra forma de pago.

Usted debe rechazar cualquier llamada recibida pidiéndole un pago y debe de repórtala como estafa al Departamento de Policía al (928) 341-2420.

Se debe de considerar sospechoso en cualquier momento si usted recibe una llamada en donde se le pida el envío de dinero. Si usted tiene alguna duda sobre su recibo de servicios públicos (agua y drenaje) favor de llamar al departamento de Utilidades de la Ciudad de San Luis al (928) 341-8570.

### Tools

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[City of San Luis 5K Event](#)

[Next →](#)

[Latest Scam Targeting Customers](#)

## Other News in City of San Luis

### [City of San Luis 5K Event](#)

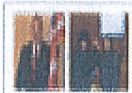
Posted on: April 5, 2016

### [Latest Scam Targeting Customers](#)

Posted on: March 30, 2016

### [Chief of Police Carig Higgins Takes Oath of Office](#)

Posted on: March 24, 2016



### [City of San Luis Names Official](#)





## NOTICE OF REGULAR COUNCIL MEETING

In accordance with Section 38-431.01 of the Arizona Revised Statutes of the State of Arizona, notice is hereby given to the Members of City Council and to the general public that the Mayor and Council of the City of San Luis, Arizona will hold a Regular City Council meeting at 7:00 p.m. Wednesday, March 9, 2016. The meeting will take place at the City Council Chambers, located at 1090 E. Union Street, San Luis, Arizona, 85349. Everyone from the public is invited to attend the open meeting.

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, the City of San Luis does not discriminate on the basis of disability in the admission of or access to, or treatment of employment in its programs, activities, or services. For information regarding rights and provisions of the ADA or Section 504, or to request reasonable accommodations for participation in City programs, activities or services contact: ADA/Section 504 Coordinator, City of San Luis Human Resources Department, 1090 E. Union Street, San Luis, Arizona, 85349, (928) 341-8520.

Notice is hereby given that pursuant to A.R.S. §1-602.A.9, subject to certain specified statutory exceptions, parents have a right to consent before the State or any of its political subdivisions make a video or audio recording of a minor child. Meetings of the City Council are audio and/or video recorded, and, as a result, proceedings in which children are present may be subject to such recordings. Parents in order to exercise their rights may either file written consent with the City Clerk to such recordings, or take personal action to ensure that their child or children are not present when a recording may be made. If a child is present at the time a recording is made, the City will assume that the rights afforded parents pursuant to A.R.S. §1-602.A.9 have been waived.

### THIS NOTICE IS APPROVED BY:

/s/ Sonia Cornelio, City Clerk

## AVISO DE JUNTA REGULAR

De acuerdo a la Sección 38-431.01 de los Estatutos Revisados del Estado de Arizona, se le informa a los Miembros del Cabildo y al público en general que el Alcalde y el Concilio de San Luis, Arizona, tendrán una Junta Regular a las 7:00 p.m. el día Miércoles, 9 de Marzo del 2016. La junta se llevará a cabo en la Sala del Cabildo, ubicada en el 1090 E. Union Street, San Luis, Arizona, 85349, el público está cordialmente invitado.

De acuerdo con el Acta de Americanos con Discapacidades y la Sección 504 del Acta de Rehabilitación del 1973, la Ciudad de San Luis no discrimina por causa de discapacidad la admisión y acceso a sus programas, actividades, servicios o en el trato en cuanto a empleo. Para más información referente a derechos y provisiones del Acta de Americanos con Discapacidades o Sección 504, o para solicitar adaptaciones que sean razonables para la participación en programas, actividades o servicios de la Ciudad, contactar al: Coordinador del Acta de Americanos con Discapacidades/Sección 504, Departamento de Recursos Humanos de la Ciudad de San Luis, 1090 E. Union Street, San Luis, Arizona, 85349, (928) 341-8520.

Por medio de este aviso y de acuerdo con los Estatutos Revisados del Estado de Arizona, sujeto a ciertas excepciones reglamentarias, los padres de familia tienen el derecho de dar o no dar el consentimiento antes que el Estado o alguna subdivisión política grabe a un menor de edad, ya sea en audio o video. Las juntas del Cabildo se graban en audio y/o video y como resultado, el hecho de que haya menores presentes puede ser sujeto a que sean grabados. Para que los padres de familia puedan ejercer sus derechos, favor de autorizar por escrito con la Secretaria de la Ciudad a tal grabación, o tomar acción personal para asegurarse que su hijo/hija menor no este presente cuando la grabación se lleve a cabo. Si un menor de edad esta presente en el momento de la grabación, la Ciudad asumirá que los padres de familia están cediendo los derechos sobre una posible grabación de acuerdo con el Estatuto Revisado del Estado de Arizona §1-602.A.9.

### ESTE AVISO ES APROBADO POR:

/f/ Sonia Cornelio, Actuaría de la Ciudad



**NOTICE OF REGULAR PLANNING AND ZONING COMMISSION MEETING  
CANCELLATION**

Notice is hereby given that the Planning and Zoning Commission meeting scheduled for Tuesday, March 8, 2016 at 7:00 PM at the San Luis Council Chambers, located at 1090 E. Union Street, San Luis, Arizona, has been cancelled.

**THIS NOTICE IS APPROVED BY:**

/s/ Roman Pacheco, Planning Technician

**AVISO DE CANCELACION DE LA JUNTA REGULAR DE LA COMISIÓN DE PLANEACIÓN Y  
ZONAMIENTO**

Por medio de este aviso, se notifica al publico en general que la junta regular de la Comisión de Planeación y Zonamiento de San Luis, Arizona, programada para el día 8 de Marzo del 2016 a las 7:00 p.m. en la Sala del Concilio, ubicada en el 1090 E. Union Street, San Luis, Arizona, ha sido cancelada.

**ESTE AVISO ES APROBADO POR:**

/f/ Roman Pacheco, Técnico en Planeación