



**ESSEX COUNTY**

**Division of Housing & Community Development**



**Citizen Participation Plan**

**ESSEX COUNTY**  
**DIVISION OF HOUSING & COMMUNITY DEVELOPMENT**

In accordance with the National Affordable Housing Act of 1992, the Division of Housing and Community Development considers the Citizen Participation component to be integral to the Consolidated Planning process for the Essex County Consortium. Although the County places particular emphasis on participation from residents of low and moderate income areas, the programs and projects that are initiated as a result of the Consolidated Plan benefit all County residents. Therefore, all citizens are encouraged to participate in the development of the PY 2022 One Year Action Plan. It is noted that the County includes the Township of Bloomfield in this process because of their involvement in the HOME consortium.

To meet these requirements, the Division of Housing and Community Development has prepared the following Citizen Participation Plan outlining the Division's objectives and how they will be accomplished.

**Objective I:** Provide citizens with information concerning the range of eligible activities, applications, and program requirements.

**Implementation:**

1. Beginning November 1, 2021, the County's notification regarding the submission of applications was made available to:
  - a. All Community Development Representatives as selected by participating municipalities.
  - b. All Public Service Agencies that previously participated in the program
  - c. The public via application advertisements that were placed in local papers and posted on the County's website.
2. Deadline for submission of the 2022 applications was 6:00 PM on Wednesday, December 29, 2022.

**Objective II:** Provide for and encourage citizen participation, with particular emphasis on participation by persons of low and moderate income who are residents of slum and blighted areas, areas in which funds are proposed to be used, and low and moderate income neighborhoods as defined by the local jurisdiction.

## **Implementation:**

1. The Essex County Division of Housing & Community Development will hold monthly meetings for all Community Development representatives. These meetings are scheduled for the third Thursday of each month, but on occasion the meeting may need to be rescheduled for a different date during the month,

2. The Essex County Division of Housing & Community Development will hold two public hearings that will allow equal opportunity for all county residents to attend or participate. In a normal year, these hearings would be held at the Salvation Army in Montclair. However, due to the Covid pandemic, and in order to practice safe, social distancing, the Fall Public Hearing for PY 2022 applications was held virtually.

The locations for the 2022 Program Year public hearings are as follows:

Fall: Virtual Public Hearing

Call in

Virtual Hearing in order to practice social distancing

Date: November 12, 2021

Time: 2:00 PM

Spring: In Person Hearing

Date: June 16, 2022

Time: 6:00 PM

Location: Salvation Army, 13 Trinity Place, Montclair, NJ, 07042

Notice of Countywide public hearings are handled as follows:

- a. Invitation notifications are sent via email and/or letter to the following parties:
  - Community Development Representatives
  - Mayor of each participating municipality
  - Directors of Service Agencies
  - Representatives for Emergency Shelter Representatives
  - Home Investment Partnerships Program recipients
- b. Advertisement are placed in the legal section of the Star Ledger and local papers as well as the County website at <https://essexcountynj.org/>
- c. Notices are placed in various web pages throughout the municipalities by the Community Development Representatives (e.g. Library websites, police websites, municipal building websites).

Notice of Municipal Hearings will be handled as follows:

- a. Notice must be published in the local paper advertising two public hearings to be held in the municipality prior to the municipal application submission deadline.
- b. Community Development Representatives will place notices in various buildings throughout the municipality encouraging local citizen participation.

The hearings are designed to enable citizens to comment on all aspects of the Community Development Programs. The citizen comment portion is the largest of all components of the hearing. The Division of Housing & Community Development will, within a reasonable amount of time, provide a response to all written grievances and proposals. This period shall not exceed thirty (30) days from receipt of the written comment.

Notification of public reconstruction projects:

1. The municipality will notify all residents of the project area at least one week before construction begins.
2. Direct Mailing
3. Posters in the project area.

If the nature of a project warrants, (as determined by Essex County Community Development), the individual municipality will hold a meeting with all concerned citizens. Minutes of these meetings will be kept on file at the Town Hall and Essex County Division of Housing & Community Development.

**Objective III:** Provide citizens with reasonable and timely access to local meetings, information, and records relating to the grantee's proposed use of funds as required by the regulations of the Secretary and relating to the actual use of funds under the Act.

### **Implementation**

1. Public Hearings:

A public notice appears in the local papers at least fifteen (15) days prior to the scheduled date of the public hearing.

An invitation is sent via email or letter to all Community Development Representatives, Mayors agency and company representatives at least two (2) weeks before the scheduled date of the Spring and Fall Public Hearings.

A follow up email or telephone call is placed to each municipality, agency and company within one (1) week prior to the scheduled date of the hearing.

**Note: In emergency situations, this period may be shortened via a waiver as prescribed by HUD.**

2. Community Development Representative Meetings:  
Meetings are scheduled for the third Thursday of each month.  
Reminder is sent to the Representatives, Mayor and clerk of each municipality.

Minutes of each meeting are kept on file at the Division of Housing and Community Development within three (3) weeks following the meeting for public access and review.

Minutes from each meeting are e-mailed to all representatives and agencies and are reviewed at the beginning of the next meeting. These minutes are also kept on file at the Division of Housing & Community Development and the municipalities for public access and review.

3. Public Accessing of Information:

All information regarding Community Development programs is on file at the:

Division of Housing & Community Development  
Kip's Castle Park  
20 Crestmont Road  
Verona, New Jersey 07044

The proposed Essex County Consolidated Plan Objectives and Proposed Use of Funds is published at least fifteen (15) days prior to the second public hearing. This Statement is also presented to all persons in attendance at the hearing. Additional copies are available upon request from the Division of Housing and Community Development.

4. Submission of the Consolidated Plan to HUD:

A fifteen (15) day comment period follows the public hearing. During this time, all responses to citizen comments are prepared. Upon completion of this period, the 2022 One Year Action Plan and Use of Funds is submitted to HUD.

#### **Emergency Situations Provision**

In the event of an emergency, such as the Covid pandemic, if the County is in a location covered by a major disaster declaration made under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The county will follow guidance provided by the HUD Office of the Secretary for Community Planning and Development. This includes shortening of the public notice requirements and comment period for substantial amendments to a Consolidated Plan or Action Plan, virtual public hearings and submissions to the local CPD field office. This also includes the posting of all public notices which may allow for posting on the county website as opposed to a paper of general circulation.

**Objective IV:** Provide technical assistance to groups representing low and moderate-income persons who request assistance.

**Implementation:**

1. The Division of Housing and Community Development's staff is available to any person or group requesting assistance. The following areas of expertise is provided upon request:

- Housing
- Public Improvements
- Public Facilities
- Environmental Reviews
- Application Submission

2. Technical assistance is available at, but not restricted to, the Division of Housing and Community Development's offices at Kip's Castle Park (Carriage House), 20 Crestmont Road, Verona, New Jersey 07044.

3. Notification for the availability of technical assistance is made via letter or e-mail to each requesting person or group.

4. Technical assistance may include assisting an applicant to access and upload necessary documentation to the Division's various online applications

**Objective V:** To conduct public hearings to obtain citizen views and respond to proposals and questions at all stages of the Consolidated Plan development process, including, but not limited to, identification of needs, review of proposed activities, and evaluation of program performance.

**Implementation:**

1. The Division of Housing and Community Development holds at least two (2) public hearings each program year. The first Hearing is held to discuss the application process and the development of the Consolidated Plan. The second public hearing is held to discuss the Plan, including the Proposed Use of Funds. Additional public hearings may be scheduled when the Division substantially amends the action plan. The County must notify HUD of a substantial amendment to the Action plan. The Division will notify the public of availability of reprogrammed funds via a public notice in the Star Ledger and the County's website as well as announcing reprogrammed fund availability at the monthly Community Development Representative's meeting.

Notification of these hearings is handled as follows:

Advertisements are published in the local papers at least fifteen (15) days prior to the scheduled date.

Invitations are sent to each Community Development Representative and clerk for each of the participating municipalities. Participating service providers also receive an invitation.

During the pandemic, these hearings are set up as virtual hearings.

The Division of Housing and Community Development will post the consolidated plan on the Essex County website and ensure that it is available at the 18 Essex County Consortium municipalities, as well as the Division of Community Action, the ARC of Essex County and the Mental Health Association of Essex & Morris, Inc. to ensure that citizens with disabilities also have access to this information

2. The Division of Housing and Community Development holds monthly Community Development meetings to discuss program performance. This forum allows for the discussion and dissemination of any existing or future HUD regulations or information that is pertinent to the County and the implementation of the CDBG programs.

Prior to the beginning of the Covid pandemic, these meetings were most recently held at Verona Park Boat House in Verona and on occasion at various sites throughout the consortium to permit the public complete access to the information that is also disseminated via other resources such as the County website. During the pandemic, these monthly meetings have been made available to participants via a virtual call in meeting. Beginning in April 2022 the Division has returned to hosting monthly meetings at the Verona Boat House.

3. The Division of Housing and Community Development holds individual meetings with the representatives from each municipality. At these meetings, municipalities receive information regarding their funding and current program evaluations. Depending on time availability, these meetings are scheduled beginning in mid January through to early March. During these meetings, the following items are discussed:

- a. the town's historical funding, project implementation, and timeliness of completion
- b. Current 2022 application, including but not limited to the following topics:

- Documentation

- Project evaluation

- Timely expenditure of funds

- Current Policy and Procedures

In certain cases, additional supportive documentation is requested. This information is then added to the current municipalities' application and kept on file at the Division for public reference.

**Objective VI:** Provide a timely written answer to written complaints and grievances, within thirty (30) calendar days where practical.

**Implementation:**

1. Documented complaints and grievances are responded to, in writing, within thirty (30) calendar days from the receipt of the complaint.
2. If written responses cannot be offered within thirty (30) calendar days, notification is made to the complainant in writing. This notification will estimate the approximate time frame for a response to be issued.

**Objective VII:** Provide program information to persons with special needs including, but not limited to, non-English speaking persons, deaf persons, blind or sight impaired persons, or persons with disabilities.

**Implementation:**

1. A staff person who is fluent in Spanish is generally available to provide translation assistance at the public hearings and technical assistance meetings; if necessary the County will provide a Spanish interpreter. Based on current county demographics, the attendance of Spanish speaking residents is anticipated. Interpreters for other languages may be available upon prior request.
2. Interpreter assistance is available throughout the 2022 One Year Action Plan process. (Prior notification to the Division is required.) Furthermore the online program applications can be translated into several languages.
3. Hearing impaired persons will receive written material. All public hearings are transcribed to minutes and circulated throughout participating municipalities.
4. Transportation is provided for individuals with disabilities to and from public hearings and technical assistance meetings. All meetings are scheduled in barrier free facilities. Prior notification to the Division is required.
5. Any additional needs are addressed on an individual basis.

Note: Additional citizen participation may be included by each municipality in their corresponding Citizen Participation Plans. However, UNDER NO CIRCUMSTANCES, may the municipality omit any provision in this plan.



## **Objective VIII. Provide proper notification re Amendments to the Action Plan**

### **Implementation:**

An amendment to the One-Year Action Plan is required when a substantial change is requested to the existing annual action plan submitted to HUD.

An amendment is required if:

1. If there is a substantial change in the scope of the activity.
2. If the cost increase is more than 20% of the established allocation of the activity.
3. If it is deemed necessary by the Division, due to unusual or extraordinary circumstances.

An amendment is not required if:

1. If the increase in costs is no more than 20% of the established allocation for an activity.
2. If a new eligible activity is identified by the County and the cost is less than 10% of the existing program year's allocation. The Division shall notify the public of this new activity via a posting on the County's website and ad in the Star-Ledger.
3. If a proposed change of scope is minor and reasonably consistent with the original scope of the activity.

### **Amendment Procedure for substantial changes to the One-Year Action Plan**

1. 15-day public notice of availability of funds due to reprogramming.
2. Public Notice of proposed awards of reprogrammed funds and changes.
3. Public hearing on proposed award of funds and changes to existing action plan.
4. Public Comment period of 15 days.
5. Submit amendment to action plan with public comments to HUD.
6. Decision memo to the Board of County Commissioners for approved amendments.
7. Approval by the Board of County Commissioners
8. New contracts entered into and signed by all responsible parties.
9. IDIS updated to reflect changes to the action plan.
10. Funding made available to the grantee through the provision of a purchase order by the Division of Accounts & Controls.

Activities can begin once all applicable bidding requirements and environmental reviews have been performed.

# **COUNTY OF ESSEX AFFIRMATIVE MARKETING POLICY AND IMPLEMENTING PROCEDURES**

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## **STATEMENT OF POLICY**

In accordance with Title 24 CFR Part 92.351 of the HOME Investment Partnerships Program Interim Rule dated December 16, 1991 and in furtherance of the County of Essex commitment to nondiscrimination and equal opportunity in housing, the County of Essex has established procedures to affirmatively market housing units, consisting of 5 or more units, developed through the HOME Program.

It is the affirmative marketing goal of the County of Essex to insure that individuals of similar economic levels in the same housing market area should have available to them a like range of housing choices regardless of their race, color, religion, sex, national origin, handicap or familial status.

The County of Essex is committed to the goals of this policy and will carry out this policy through affirmative marketing procedures designed specifically for the HOME Program as outlined below.

### **I. METHOD FOR INFORMING THE PUBLIC, OWNERS AND POTENTIAL TENANTS ABOUT FEDERAL FAIR HOUSING LAWS AND THE AFFIRMATIVE MARKETING POLICY**

The County of Essex and/or subsequent sub-recipients shall:

Include a statement regarding its affirmative marketing policy and procedures in all media releases and reports informing the public about the program and include a description of applicable fair housing laws; and

Include the Equal Housing Opportunity logo, slogan or statement in all newspaper and other media announcements regarding the program; and

Discuss its affirmative marketing policy and procedures and the fair housing laws directly with recipient of HOME funds.

### **II. METHOD REQUIRED BY OWNERS TO AFFIRMATIVELY MARKET TO PERSONS IN THE HOUSING MARKET AREA**

The owner shall:

Use the HUD equal opportunity logo, slogan or statement in press releases; comply with the Special Outreach procedures; and

Maintain records of all actions taken.

### **III. SPECIAL OUTREACH PROCEDURES**

To inform and solicit applications from persons in the housing market area who are not likely to apply for housing without special outreach, the owner shall:

Place an advertisement in those papers that are most likely to be read by those persons; and

Place an advertisement in the local newspaper; and

Contact community organizations, places of worship, employment centers, fair housing groups, housing counseling agencies and supply information on available units; and

Further, the owner shall be required to maintain copies of all written correspondence, posters and results of same.

#### **IV. MAINTENANCE OF RECORDS**

The County of Essex, in cooperation with the owner, will keep records of the following:

Copies of published advertisements; and

Copies of letters, posters and other written materials; and

Record reflecting minority and gender data on beneficiaries; and

Information on how potential applicants and assisted applicants became aware of the units.

#### **V. ASSESSMENT AND CORRECTIVE ACTIONS**

The County of Essex shall review:

The steps taken by the owner, as outlined in II and III;

The records submitted by the owner, as outlined in IV and based on results of IV, the County of Essex will determine if sufficient persons least likely to apply for housing were reached. If the determination is positive, the County of Essex shall assume the procedures to be effective; and

If the determination is negative, the County of Essex shall review the procedures to determine what changes, if any, might be made to make the affirmative marketing effort more effective; and

The County of Essex will take corrective action if the owner failed to carry out the procedures required. The County of Essex shall discuss with the owner ways to improve. If the owner continues to fail in meeting the affirmative marketing requirements, the County of Essex shall disqualify the owner from future participation.

# County of Essex

## Community Development Block Grant (CDBG)

### Language Assessment

#### Four – Factor Analysis

In order to determine the estimated needs of Limited English Proficient (LEP) persons in the jurisdiction of the County of Essex, the Division of Housing & Community Development conducted the following analysis:

**Factor 1 – Number or proportion of LEP (Limited English Proficiency) persons served or encountered in the eligible service area**

The Division of Housing & Community Development obtained information from the U.S. Census Bureau website as recommended by HUD in order to gather data about the jurisdiction's overall population, as well as the population of LEP persons within the jurisdiction and the primary languages spoken. This data indicated the following based on a 2020 5 Year Estimate ACS Survey for an Essex County population (5 years old and over) totaling 745,720.

Non English Languages spoken	# LEP 5 years & over	% of LEP to total County population of 745,720	% of LEP to total LEP population of 112,246
Spanish	65,044	8.7%	57.9%
Indo European (ex Spanish)	35,344	4.7%	31.5%
Asian or Pacific Island	6,608	0.9%	5.9%
Other	5,430	0.7%	4.8%
TOTAL	112,426	15.0 %	100.0 %

The Division of Housing & Community Development also completed an informal assessment to determine how many LEP persons visited or called the office, and what was their primary language, over a one-month period. This informal survey revealed that while there were significant numbers of Spanish-speaking LEP persons contacting the Division of Housing & Community Development, there were no LEP persons who spoke languages other than Spanish.

**Fact 2 – Frequency of contact with the program**

Through past experiences, the Division of Housing & Community Development determined that on average, there are 2-3 Spanish speaking LEP persons contacting the Division of Housing & Community Development on a weekly basis for information or assistance. Because of this, the Division of Housing & Community Development is committed to maintaining bilingual staff serving in both reception and case management.

The Division of Housing & Community Development does not have bilingual management staff on site, however the Department of Economic Development, Training and Employment has bilingual management on staff in order to resolve higher level concern of Spanish speaking LEP persons.

Contacts with LEP persons who speak other languages are infrequent.

**Fact 3 – Importance of service, information, program or activity**

The services provided by the Division of Housing & Community Development are important as they relate to a client's needed for or continued provision of, affordable housing.

**Factor 4 - Costs versus resources and benefits**

Because the Division of Housing & Community Development has Spanish-speaking staff, it is cost effective for the Division of Housing & Community Development to provide Spanish language translation of all vital documents and many others that while not vital, may be beneficial to a client.

The Division of Housing & Community Development will utilize any documents provided by HUD in languages other than English.

The Division of Housing & Community Development will seek to retain the services of a professional interpretation service to provide oral interpretation in languages other than Spanish as needed.

Additionally, the Division has developed a Language Assistance Plan, which is as follows:

## County of Essex Community Development Block Grant (CDBG) Language Assistance Plan (LAP)

### **I. Introduction**

The Division of Housing & Community Development is committed to providing equal opportunity housing in a non-discriminatory manner, and in complying fully with all Federal, State and local nondiscrimination laws and with the rules and regulations governing Fair Housing and Equal Opportunity in housing and employment. This includes complying with Title IV of the Civil Rights Act of 1964 to ensure meaningful access to programs and activities by Limited English Proficient (LEP) persons.

The purpose of this Language Assistance Plan (LAP) is to identify how the Division of Housing & Community Development will ensure its methods of administration will not have the effect of subjecting LEP persons to dissemination because of their national origin, and to ensure LEP persons have full access to the Division of Housing & Community Development's programs services.

### **II. Who is LEP?**

For the purposes of this LAP, anyone whose primary language is not English, and has a limited ability to read, write, speak or understand English may be LEP. The Division of Housing & Community Development will not identify anyone as LEP; the beneficiaries of the services and activities must identify themselves as LEP (Federal Register Vol. 72, No. 13, January 22, 2007).

### **III. Identification of Languages Needs Within the Jurisdiction**

It was determined through review of the U.S. Census Bureau's data for the County of Essex, as recommended by the U.S. Department of Housing and Urban Development (HUD), that Spanish was the only language to meet the 4 factor analysis criteria (1 – Number or proportion of LEP persons served or encountered in the eligible service area; 2 – Frequency of contact with the program; 3 – Importance of service, information, program or activity; 4 - Costs versus resources and benefits) requiring translation of vital documents, this was supported by the volume of encounters with LEP persons where virtually all were Spanish speaking.

According to the US Census and a 2020 ACS survey, there are an estimated 65,044 Spanish-speaking persons over the age of five years in the County of Essex who speak English less than very well. Guidance provided by HUD states that written translations of vital documents should be provided for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be serviced or likely to be affected or encountered. The Division of Housing & Community Development has determined that because there are more than 1,000 Spanish-speakers in the County of Essex who speak English less than very well, the Division of Housing & Community Development will translate vital documents into Spanish.

The next largest LEP populations were persons who speak Other Indo-European Languages and identified themselves as speaking English “less than well”. This is a population of 36,018, which represents 4.7% of the total Essex County population. In addition, this number is a combination of many different languages, which signifies that when each individual language is separated from this group, the percentage of LEP persons for each language group relative to the total population is measurably less than the aggregate 4.7%. The Division of Housing & Community Development has determined that because there is less than 2% and/or 1,000 people in any of the specific Indo-European languages, it will not translate vital documents into these languages. However, the Division of Housing & Community Development will provide oral interpretation as needed to LEP persons requesting such services, as well as translated versions of our online program applications.

The next largest LEP populations were persons who speak Asian and Pacific Islander Languages and identified themselves as speaking English “less than well”. This is a population of 6,608 which is less than 1% of the total population of people over the age of five years, and more than 1,000 people. This total is a combination of many different languages, which signifies that when each individual language is separated from this group, the percentage of LEP persons in any of the independent language groups that make up this category is measurably less than 1% of the total population. The Division of Housing & Community Development has determined that because there is less than 1% and/or 1,000 people in any of the specific Asian or Pacific Islanders languages, it will not translate vital documents into these languages. However, the Division of Housing & Community Development will provide oral interpretation as needed to LEP persons requesting such services, and does provide translation for all our online applications.

Other languages groups in the County of Essex also had a LEP representation that was less than 1% of the total population and therefore did not meet the threshold to require written translation of vital documents into those languages. The Division of Housing & Community Development will provide oral interpretation as needed to this category of LEP persons when necessary, as well as provide translated versions of the online program applications.

#### **IV. Written Translation**

As stated above in Section III, the Division of Housing & Community Development has determined that because there are more than 1,000 Spanish speaking persons who speak English less than very well and represent 8.7% of the total population in Essex County, the Division of Housing & Community Development will translate vital documents into Spanish. As of the date of the creation of this LAP, Spanish is the only language into which vital documents will be translated. This is subject to change upon review of the LAP as discussed below.

##### ***A. Vital Documents***

HUD has defined “vital documents” to be those documents that are critical for ensuring meaningful access or awareness of rights or services, by beneficiaries or potential beneficiaries generally and LEP persons specifically. In general, the Division of Housing & Community Development will attempt to translate all letters sent to program applicants and participants to Spanish. However, the following is a list of documents the Division of Housing & Community Development has determined to be vital and has committed to translating into or providing HUD-approved version in Spanish:

##### **Already Translated or Have Translations Provided by HUD**

HOME Buyer Assistance Program Brochure  
HOME Buyer Assistance Program Program Eligibility Requirements Packet  
Home Improvement Program Brochure  
Home Improvement Program Eligibility Requirements Packet  
Foreclosure Fast Facts  
Guide for Homeowners  
Preventing Foreclosure booklet

All online Program application may be translated into a different language at the request of the applicant

##### **To Be Translated**

HOME Buyer Assistance Program Application  
Home Improvement Program Application  
Public Notices  
NOFA



## **V. Oral interpretation**

The Division of Housing & Community Development will make every effort to provide oral interpretation for all its clients who have identified themselves as LEP and request services.

### ***A. Bilingual Staff***

The Division of Housing & Community Development employs bilingual, Spanish-speaking staff in several positions, including loan advisors, to ensure there are sufficient personnel available to assist Spanish-speaking LEP persons when needed. Currently the Essex County Division of Housing & Community Development presently has two full-time Spanish speaking staff. In addition, as part of the County of Essex, the Division of Housing & Community Development has access to other bilingual County employees, including numerous Spanish-speaking staff and other languages.

The Division of Housing & Community Development staff, as well as other County of Essex bilingual employees, must take and pass a competency test in the other language in order to be designated as a bilingual person. This test includes being required to answer questions in the other languages as in an interview setting, serve as an interpreter in a role-play scenario and to translate written documents from English to the foreign language and from the foreign language to English.

### ***B. Interpretation Services***

When there is not a Division of Housing & Community Development staff person who speaks the LEP person's primary language, the Division of Housing & Community Development will seek interpretation through a professional interpreter service.

In the event that the LEP person's primary language is not widely spoken and the Division of Housing & Community Development is unable to locate a suitable interpreter through a professional interpreter service, the Division of Housing & Community Development may resort to other methods such as seeking community volunteers. As a last resort in cases where the Division of Housing & Community Development is unable to find an acceptable interpreter within a time frame to effectively assist the client, the Division of Housing & Community Development may use an online translation website, such as Google translate or \_Free translation.com, in order to communicate via an in-office computer.

**C. *Informal Interpreters***

The Division of Housing & Community Development will generally discourage the use of family members or other informal interpreters, but will allow the use of an interpreter of the LEP person's choosing (including family members or a professional interpreter at the LEP person's own expense) when the LEP person rejects the Division of Housing & Community Development free language assistance services. The Division of Housing & Community Development will document the offer and the LEP person's subsequent rejection.

**VI. Outreach**

The Division of Housing & Community Development will conduct outreach in a method that is inclusive of LEP persons identified through its biannual analysis. All Public Notices and marketing advertisements, such as notification of the availability of homebuyer assistance applications, shall be published in Spanish as well as English, and the Division of Housing & Community Development will publish these in available local Spanish media. The Division of Housing & Community Development may also participate in community sponsored events, and make presentations through community organizations to target LEP persons and ensure they are aware of the availability of LEP assistance.

For clients, reception service is provided in Spanish, flyers and other communications posted in the lobby are translated into Spanish, and interviews and programs briefings are conducted in Spanish. Brochures advertising other available programs within the organization are also available in Spanish.

For clients who are classified as LEP but are not Spanish speaking, the Division of Housing & Community Development Receptionist has a document created by the US Census Bureau translated into 38 different languages to use as a tool to identify the client's primary language. When necessary, the Division of Housing & Community Development will also seek translation of a notice announcing the availability of primary language assistance into as many languages as possible to be posted in the lobby. Until this is achieved, the Division of Housing & Community Development will post the notice in English.

As previously noted, the online applications for several programs provide an option to translate the application into several languages.

## **VII. Staff Training**

The Division of Housing & Community Development will provide a copy of this LAP to all existing staff, and will also provide training as to its contents and what is required of them under its policies. This training shall include the types of services available to clients and how to access them. New employee will receive this LAP and the same training as part of their orientation.

## **VIII. Monitoring and Updating of This LAP**

The Division of Housing & Community Development will review/revise this LAP on an as needed basis, but no less than every two years to ensure the populations of the various language groups within the jurisdiction and their needs are reflected in the provision of primary-language services. At that point the Plan will be reviewed to determine if the existing LEP services are sufficient to meet the needs of LEP clients.

Events that will be considered indicators of the need for a review of the LAP and utilized to identify the need for LEP assistance in other languages include, but are not limited to, an increase in the number of LEP populations within the jurisdiction encountered or affected; greater frequency of encounters with LEP population; and the continued availability of existing and new resources to assist LEP persons.

### Organizations that Represent Minorities and individuals with disabilities

On the local level there is myriad of agencies certified by HUD as Approved Housing Counseling Agencies. Below is a list of the certified agencies and the service provided by each that are physically located in Essex County. Complaints in Essex County are not limited to these agencies as there are housing counseling agencies not certified by HUD, as well as certified agencies located outside Essex County, that may be able to provide the necessary assistance.

Tri-City Peoples Corporation  
675 South 19<sup>th</sup> Street  
Newark, New Jersey 07103

Phone:

973-675-4484

E-mail:

[tcaldwell@tri-citypeoples.org](mailto:tcaldwell@tri-citypeoples.org)

Website: [www.tri-citypeoples.org](http://www.tri-citypeoples.org)

Services:

Fair Housing Assistance  
Loss Mitigation  
Money Debt Management  
Resolution Counseling  
Pre-purchase Counseling  
Services for Homeless

Homebuyer Education Programs  
Mobility and Relocation Counseling  
Mortgage Delinquency and Default  
Post-purchase Counseling  
Renters Assistance

La Casa De Don Pedro  
75 Park Avenue  
Newark, New Jersey 07104

Phone:

973-485-0701-4601

Fax:

973-485-7555

E-mail:

[aries@lacasanwk.org](mailto:aries@lacasanwk.org)

Website: [www.lacasanwk.org](http://www.lacasanwk.org)

Services:

- Fair Housing Assistance
- Mobility and Relocation Counseling
- Money Debt Management
- Mortgage Delinquency and Default Resolution Counseling
- Renters Assistance
- Services for Homeless

Neighborhood Assistance Corporation of America  
50 Park Place, Suite 1419  
Newark, New Jersey 07102

Phone:

425-602-6222

Toll-free:

888-297-5568

E-mail:

[kcampbell@naca.com](mailto:kcampbell@naca.com)

Website: [www.naca.com](http://www.naca.com)

Services:

- Fair Housing Assistance
- Homebuyer Education Programs
- Loss Mitigation
- Money Debt Management
- Mortgage Delinquency and Default Resolution Counseling
- Post-purchase Counseling
- Predatory Lending
- Pre-purchase Counseling

New Community Federal Credit Union  
266 South Orange Avenue  
Newark, New Jersey 07103

Phone:

973-621-5624

E-mail: [mulu@newcommunity.org](mailto:mulu@newcommunity.org)

Services:

- Fair Housing Assistance
- Homebuyer Education Programs
- Marketing and Outreach Initiatives
- Money Debt Management
- Post-purchase Counseling
- Predatory Lending
- Pre-purchase Counseling

New Jersey Citizen Action  
625 Broad Street, Suite 270  
Newark, New Jersey 07102

Phone: 973-643-8800-14

Toll-free: 800-656-9637

Fax: 973-643-8100

E-mail: [application@njcitizenaction.org](mailto:application@njcitizenaction.org)

Website: [www.njcitizenaction.org](http://www.njcitizenaction.org)

Services:

- Home Improvement and Rehabilitation Counseling
- Homebuyer Education Programs
- Loss Mitigation
- Marketing and Outreach Initiatives
- Mortgage Delinquency and Default Resolution Counseling
- Predatory Lending
- Pre-purchase Counseling

Fair Housing Council of Northern New Jersey  
140 Main Street, Hackensack, New Jersey 07601

Phone: 201-489-3552

E-mail: [david@fairhousingnj.org](mailto:david@fairhousingnj.org)

Website: [www.fairhousingnj.org](http://www.fairhousingnj.org)

Services:

- Renters Assistance
- Fair Housing Investigations

Complaints that require adjudication may be referred to local attorneys or legal aid services. In Essex County the following Legal Service Referrals exist:

#### Legal Services of New Jersey

New Jersey's statewide legal hotline that provides brief service, advice and referrals over the telephone. Individuals can speak with attorneys, in English and Spanish, about a range of civil legal issues without the need for an in-person interview.

100 Metroplex Drive - P.O. Box 1357

Edison, NJ 08818-1357

1-888-LSNJ-LAW (1-888-576-5529)

[www.lsnj.org](http://www.lsnj.org)

#### Essex-Newark Legal Services

Essex County branch of Legal Services of New Jersey provides direct services to income-eligible clients.

5 Commerce Street, 2nd Floor, Newark, NJ 07102

(973) 624-4500

Email: [enis@lsnj.org](mailto:enis@lsnj.org)

#### Legal Services of New Jersey Kiosks

Provide online access to information, publications, benefits calculators and court forms. Covers topics including housing, employment, tenancy, immigration and family law.

Hall of Records, 465 Dr. MLK Jr. Blvd., Newark, NJ 07102

Wilentz Justice Complex, 212 Washington Street, Room 1365, Newark, NJ 07102

#### Essex County Legal Aid Association

Attorneys provide legal advice and assistance to income-eligible Essex County residents.

Hall of Records - Room 118, 465 Dr. Martin Luther King Jr. Blvd., Newark, NJ 07102

Hours: 9:30 a.m. – 1:30 p.m., Monday - Friday

(973) 622-0063

#### Essex County Bar Association Lawyer Referral Service

470 Dr. Martin Luther King Jr. Blvd, Room B 01

Provides caller with the name and telephone number of one attorney upon inquiry. Consultation with that attorney is \$25.00 for the first ½ hour.

(973) 622-6207

[www.essexbar.com](http://www.essexbar.com)

Essex County Public Defender's Office

Specializes in criminal defense for income-eligible Essex County residents.

Available upon individual's application or appointment by the court.

31 Clinton Street, Newark, NJ 07102

(973) 648-6200 - Adult

(973) 648-3470 – Juvenile

Seton Hall University School of Law

Law students provide legal assistance in the following areas:

Civil Litigation

Civil Rights and Constitutional Law

Family Law

Immigrant Workers' Rights and Human Rights

Impact Litigation - Juvenile Justice Center for Social Justice

833 McCarter Highway, Newark, NJ 07102

(973) 761 – 9000 Ext 8700

<http://law.shu.edu/csj/index.html>

[CSJ\\_reception@shu.edu](mailto:CSJ_reception@shu.edu)

Rutgers University School of Law – Newark

Law students provide legal assistance in the following areas:

Child Advocacy Clinic

Community Law Clinic

Constitutional Litigation Clinic

Environmental Law Clinic

Federal Tax Law Clinic

Special Education Clinic

Urban Legal Clinic

Center for Law and Justice

123 Washington Street, Newark, NJ 07102

(973) 353-5576

[www.law.newark.rutgers.edu](http://www.law.newark.rutgers.edu)

Rutgers University Law Library (for legal research)

123 Washington Street, Newark, NJ 07102

(973) 353-5676

[www.law-library.rutgers.edu](http://www.law-library.rutgers.edu)

#### Community Health Law Project

Provides legal and advocacy services, training, education and related activities to persons with disabilities.

185 Valley Street, South Orange, NJ 07079

(973) 275-1175

650 Essex County Avenue, Suite 210, Essex County, NJ 07003

(973) 680-5599

[www.chlp.org](http://www.chlp.org)

[chipinfo@chip.org](mailto:chipinfo@chip.org)

#### Partners for Women and Justice

Promotes equal access to the judicial system for low-income and abused women who cannot afford legal representation.

650 Bloomfield Avenue, Room 209, Montclair, NJ 07042

(973) 233-0111

[www.pfwj.org](http://www.pfwj.org)

#### American Friends Service Committee

Carries out service, development, social justice and peace programs.

89 Market Street, Sixth Floor, Newark, NJ 07102

Criminal Justice Program

973-

643-3191

Immigration Rights Program

973-643-1924

[www.afsc.org](http://www.afsc.org)

[nymro@afsc.org](mailto:nymro@afsc.org)

#### The Rachel Coalition

Provides advocacy services and access to legal and medical support for victims of domestic violence.

256 Columbia Turnpike, Suite 105, Florham Park, NJ 07932

973-765-9050 General Information 973-740-1233 24-Hour Crisis Line- Confidential

[www.rachelcoalition.org](http://www.rachelcoalition.org) [intake@jfs-metronj.org](mailto:intake@jfs-metronj.org)



Community agencies that represent minorities and those with disabilities in Essex County

NAACP

30 Clinton St # 5 Newark, NJ 07102

Phone: (973) 624-6400 Fax: (973) 624-6402

<http://www.naacp.org>

ARC

123 Naylor Ave.

Livingston, NJ 07039

(973) 535-1181

COPE Center, Inc.

104 Bloomfield Avenue

Montclair, NJ 07042

(973) 783-6655

Family Connections

395 Centre Street

Orange, NJ 07050

(973) 675-3817

NJ Citizen Action Fund, Inc.

744 Broad Street

Newark, NJ 07102

(973) 643-8800

1<sup>st</sup> Cerebral Palsy of NJ

7 Sanford Ave.

Belleville, NJ 07109

973-751-0200

Jewish Family Service of Metrowest

256 Columbia Turnpike, Suite 105

Florham Park, NJ 07932

(973) 765-9050

[info@jfsmetrowest.org](mailto:info@jfsmetrowest.org)