

XV.

DCA Language Access Plan

Georgia Department of Community Affairs

Language Access Plan

I. Introduction

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 require that recipients of federal funds take responsible steps to ensure meaningful access by persons with Limited English Proficiency (LEP persons). The Georgia Department of Community Affairs (DCA) is a recipient of federal funds for a portion of its programs and, thus, obligated to reduce language barriers that can preclude meaningful access by LEP persons to DCA programs. DCA has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken to ensure meaningful access to agency services, programs, and activities on the part of persons who have limited English proficiency.

In preparing this Plan, DCA conducted a four factor analysis, considering (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the Agency or its federally funded programs, (2) frequency with which LEP persons come into contact with Agency's program, (3) nature and importance of the program, activity, or service to people's lives, and (4) resources available and costs. DCA will review and update, on an annual basis, this LAP in order to ensure continued responsiveness to community needs.

II. Purpose

The purpose of this plan is to ensure clients of DCA meaningful access to services, programs, and activities although they may be limited in their English language proficiency. DCA is committed to this Language Access Plan as the appropriate response to meeting our clients' needs.

III. Definitions

Recipient means the entity designated as a recipient for assistance with federal or state funding. This is any entity which receives federal assistance, directly from DCA or from another recipient. This includes, but is not limited to, any unit of local government, public housing authority, community housing development organization, public or private nonprofit agency, developer, contractor, private agency or institution, builder, property manager, residential management corporation, or cooperative association.

LEP means Limited English Proficiency. Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English, and may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. Note that for the purposes of gathering data for the four-factor analysis, DCA used the U.S. Census definition as any individual who speaks a

language at home other than English as their primary language, and who speaks or understands English "not well" or "not at all".

LAP means this language access plan.

IV. Analysis

DCA Description

The Georgia Department of Community Affairs (DCA) was created in 1977 to serve as an advocate for local governments. On July 1, 1996, the Governor and General Assembly merged the Georgia Housing and Finance Authority (GHFA) with the Department of Community Affairs. Today, DCA operates a host of state and federal grant programs; serves as the state's lead agency in housing finance and development; promulgates building codes to be adopted by local governments; provides comprehensive planning, technical and research assistance to local governments; provides rental assistance for eligible households; and serves as the lead agency for the state's solid waste reduction efforts. DCA's Mission Statement is "Partnering with communities to help create a climate of success for Georgia's families and businesses."

DCA is comprised of the following Groups which administer various state and federally funded programs:

DCA Housing Group which includes:

- **Rental Assistance Division**
The Rental Assistance Division (RAD) administers the Housing Choice Voucher (HCV) rental assistance program which assists extremely low-income, very low-income and low-income families obtain decent and affordable housing in the private market. RAD administers the HCV, Veterans Administration Supportive Housing (VASH), Mainstream, Enhanced Voucher, Project Based, and Homeownership programs.

- **Housing Finance and Development Division**
The Housing Finance and Development Division administers single-family homeownership and multi-family rental housing programs. The programs it administers include the Georgia Dream Homeownership Program, Low-income Housing Tax Credit (LIHTC), HOME Investment Partnership Program, Sec. 1602 Tax Credit Exchange Program, and Tax Credit Assistant Program. Within the division, the Office of Housing Finance provides affordable financing to assist low and moderate income Georgia residents with homeownership and rental housing while the Office of Portfolio Management is responsible for the compliance monitoring and asset management of the programs.

- **Housing Policy and Administration Division**
 Within this Division, the Office of Program and Public Affairs (OPPA) administers DCA's programs (1) to assist the homeless and individuals with disabilities, including the administration of federal Emergency Solutions Grant (ESG), Housing Opportunities for Persons with AIDS (HOPWA), Shelter Plus Care (S+C), Section 811 Project Rental Assistance Demonstration (811), and HOME-funded Tenant Based Rental Assistance (TBRA); (2) to fund eligible applicants to administer HOME-funded down payment and homeowner rehabilitation assistance programs in their communities; (3) to provide housing and foreclosure mitigation counseling; (4) to provide outreach to local governments, community leaders, private organizations regarding DCA's housing programs; (5) to administer the overarching reporting and compliance requirements of the federal HOME program, the federal Consolidated Plan, and the Continuum of Care. The balance of the Division outside of OPPA includes DCA's loan portfolio administration section for DCA's homeownership programs, legal affairs for DCA's housing initiatives, and mortgage revenue bond administration.
- **HomeSafe**
 The HomeSafe Georgia program provides eligible Georgia homeowners who are struggling to make their mortgage payment due to unemployment or under-employment due to no fault of their own with up to 18 months of mortgage payment assistance to possibly prevent foreclosure.

DCA Community Development and Finance Group which includes:

- **Community Finance Division**
 This Division is comprised of the Office of Community Development, the Office of Economic Development, and the Office of Field Services. These offices administer the following types of programs: Federal and State Community and Economic Development programs such as the Community Development Block Grant (CDBG) and Neighborhood Stabilization (NSP) Programs. The primary purpose of these programs is to enhance the livability of communities by creating jobs, and investing in critical infrastructure and housing improvements.
- **Community Development Division**
 This Division is comprised of the Office of Planning and Environmental Management, Office of Construction Codes and Research, Georgia Commission on Service and Volunteerism, and the Office of Downtown Development. These offices administer the following types of programs: State Planning and Community Development programs such as comprehensive planning, downtown development, Main Street, water resource management, Signature Communities, Communities of Opportunity, and design services; Building Codes programs such as the State Building Code, Construction Codes and the Industrialized Building program; Research and Surveys programs including statutorily required local government surveys, financial reporting, and the

Government Management Indicator Survey; and Service and Volunteerism programs including Americorps, Keep Georgia Beautiful and the Martin Luther King, Jr., Advisory Council.

DCA Administration & Finance Group which includes:

- Administration Division

This Division is comprised of the Office of Administrative Operations, the Office of Information Technology and the Office of Human Resources. The goal of these Offices is to provide quality seamless customer service to all internal and external customers. Administrative Operations provides administrative support services including asset management, building management, DCA fleet vehicle management, mail management, office supply/equipment management, print/publication management, reception, records management, risk management, and telecommunications. The Office of Information Technology provides technology support for the external website, the SharePoint intranet site, web and PC applications, database management, video management, publication and graphic creation, server management, email management, data backup management, end user computer support, printer support, technology help desk, mobile device support, IT security management, and GIS management. The Office of Human Resources provides a variety of services in the areas of recruitment, employee relations, compensation and benefits, and performance management. Some examples of these services include coordinating the recruitment/selection process, administering the position classification, compensation, and performance management systems, managing the employee benefit program, and assisting managers to attract, retain, and train a competent workforce.

- Finance Division

This Division is comprised of the Office of DCA Accounting, the Office of GHFA Accounting, Treasury Services, State Home Mortgage, and Budgeting. The goal of these offices is to provide quality seamless customer service to all internal and external customers. DCA and GHFA Accounting provide accounting, payroll, and procurement services for all DCA and GHFA operations. Treasury Services manages the investment portfolios for DCA and its entities. State Home Mortgage services the mortgage loans made under the Georgia Dream Program. The budget unit is responsible for developing, monitoring, and managing the budget for DCA and its entities.

DCA Executive Group which includes:

- Executive Division

This Division is responsible for overall agency performance, including alignment of resources, policy development with the Board of Directors and Executive Team, communication with constituents and partners, relationships with other

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organizations and the legislature, and provision of general policy guidance to the various operating divisions. The Executive Office is led by the Commissioner, appointed by the Governor and the Board, who also serves as the Executive Director of the Georgia Housing and Finance Authority. It includes the agency Chief of Staff and Governmental Affairs Director. Also in the Executive Office is the External Affairs division, which provides services and programs designed to provide outreach to rural and regional locations for policy and program development as well as youth development programs.

Likely Points of Contact between DCA and the LEP Population

DCA has determined that persons with LEP are most likely to come into contact with Agency programs as follows:

- Persons seeking to access to housing or housing assistance in any program funded by or through DCA.
- Persons seeking relief from pending foreclosure proceedings.
- Persons that visit any of DCA's offices to receive information regarding programs or other services.
- Persons seeking to participate in the planning process for DCA programs or services.
- Persons who reside in DCA funded affordable housing who have a question or problem with property ownership or management.

Identifying Georgia's LEP Population Who May Need Language Assistance--Factor One

Per the 2010 American Community Survey, approximately 86.7% of Georgia's population speaks English, and 13.3% speak a language other than English. 17.8% of Georgia's population speaks Spanish or Spanish Creole, and 2.4% speak other indo-European languages and 2.2% speak Asian and Pacific Island Languages. No other ethnicity has a sizeable limited English proficiency. The Migration Policy Institute identified the Top Five LEP populations in Georgia as Spanish, Korean, Vietnamese, Chinese, and African languages.

The State of Georgia has identified 18 counties where LEP populations exceed the Department of Justice's Safe Harbor 5% threshold¹. These are depicted in the following table:

County	Total Population	Total LEP Population	Language 1 (name)	Language 1 (LEP number)	Language 1 (LEP % of total pop)
Atkinson County	7,600	800	Spanish	800	10.1
Clayton County	238,600	25,600	Spanish	16,400	6.9
Cobb County	634,900	50,400	Spanish	34,300	5.4
Colquitt County	41,300	4,200	Spanish	3,900	9.5

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DeKalb County	639,100	57,900	Spanish	33,900	5.3
Echols County	3,700	1,100	Spanish	1,100	30.2
Evans County	10,100	700	Spanish	700	6.9
Gilmer County	26,500	1,600	Spanish	1,600	6
Gordon County	50,600	4,100	Spanish	3,800	7.5
Grady County	23,000	1,400	Spanish	1,300	5.8
Gwinnett County	731,200	116,900	Spanish	70,900	9.7
Habersham County	39,900	2,700	Spanish	2,200	5.6
Hall County	163,700	24,500	Spanish	23,100	14.1
Murray County	36,900	2,600	Spanish	2,500	6.6
Polk County	38,000	2,400	Spanish	2,200	5.7
Telfair County	15,300	1,300	Spanish	1,200	8
Tift County	37,200	2,300	Spanish	2,000	5.3
Whitfield County	92,800	15,900	Spanish	15,200	16.4

¹ Source: Migration Policy Institute Tabulations from the US Census Bureau's pooled 2009-2011 American Community Survey (ACS) and 2007-2011 ACS.

Frequency with Which LEP Persons May Come Into Contact With DCA's Programs –Factor Two

Considering DCA's diverse array of programs and services that are available in the counties identified above, it is likely that LEP persons may have direct contact with some programs and staff. See the list of Likely Points of Contact for instances where there is an increased probability that Language Assistance will be needed.

Nature and Importance of the Program, Activity, or Service Provided By DCA – Factor Three

Several programs and services offered by DCA may provide direct assistance to LEP individuals and families; therefore the type of proposed activities may be critical in determining the type of language access needed. Of particular importance will be those instances when DCA or one of its Recipients is providing a direct service to an individual or household or where Citizen Participation is part of the vital process for determining state and local needs and program policies.

V. Language Access Plan—Factor Four

This Language Access Plan represents DCA's administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks DCA will undertake to meet this objective and identifies the resources available and costs to DCA

DCA has taken the following actions to address LEP:

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- 1) DCA has appointed a DCA Language Access Coordinator. As of this plan date, the coordinator is:

Debra Harrington
Georgia Department of Community Affairs
60 Executive Park South, NE
Atlanta, GA 30329
404-679-4839.
debra.harrington@dca.ga.gov

Each Division also has a language access contact staff member assigned to assist division staff with language access issues. The Current Division contact list is attached to this Plan as Exhibit A.

If the need for access services is identified either by phone, email, or in person, staff shall immediately contact their division language access contact who will take appropriate action to ensure meaningful communication through the methods described below. If the Division contact is not available for a particular Division, staff will contact other staff listed on Exhibit A for assistance. In addition, the DCA Language Access Coordinator will also be available as a resource in obtaining assistance.

- 2) DCA has identified resources that shall be used to ensure access to all programs and services offered by DCA in the above identified areas, and shall employ the following resources to achieve that goal:
 - Employ interpreters when necessary by phone – through a contract with Language Line Solutions which interprets spoken word in various languages.
 - Maintain a listing of identified DCA staff members who are proficient in languages other than English and who are willing to assist in interpretation issues.
 - Each DCA field office (Rental Assistance Division) is equipped with a global language translation device that can translate 12 or more different languages allowing staff to effectively communicate with LEP persons.
 - The DCA central office is equipped with global language translation devices that can translate 12 or more different languages allowing staff to effectively communicate with LEP persons.
 - Employ Receptionist(s) in the Atlanta office who are proficient in Spanish. An employee in each regional office will be trained in conversational

Spanish. Receptionists will be trained on the use of I-Speak cards to identify the language needs of visitors.

- Require one staff member in the RAD Office of Compliance to be proficient in Spanish.
- Require one staff member in the Portfolio Management/Compliance office to be proficient in Spanish.
- Require at least two staff members in the HOMESAFE Georgia office to be proficient in Spanish.
- HOMESAFE will employ at least one bi-lingual trainer
- Maintain contracts for interpretation of documents. DCA currently contracts with the following firms:

Language Line Solutions
LATN, Inc.
Interpreters' Unlimited

- GeorgiaHousingSearch.org is a DCA-sponsored database of affordable rental properties across Georgia. The tool provides detailed information about rental properties, enabling individuals and families searching for housing to locate a unit that best fits their needs. The service can be accessed at no cost online 24 hours a day or through a toll-free, bilingual call center at 1-877-428-8844, available M-F, 9:00 am - 8:00 pm EDT.

The fast, easy-to-use FREE search lets people look for rental housing using a wide variety of criteria, including number of bedrooms, rent range, accessibility features, access to public transportation, and criminal background and credit check requirements. Housing listings display detailed information about each property, including a mapping feature, pictures, and direct contact information with rental agents. The service also provides links to housing resources and helpful tools for renters such as an affordability calculator, rental checklist, language translator (71 Languages), and information about renter rights and responsibilities. DCA requires that all participants in its rental housing development program participate in listing their properties into the GeorgiaHousingSearch.org database. Information related to GeorgiaHousingSearch.org is attached to this plan as Exhibit B.

- DCA shall translate Vital Documents for programs that are frequently accessed directly by citizens. DCA has determined that the Fair Housing Brochure, Citizens Participation Plan, Reasonable Accommodation forms and Grievance procedure forms should be translated into Spanish.

- Because the cost of translating documents is very high, DCA will undertake a two year review of identifying additional vital documents and determining the best way to undertake translation services.
 - DCA also uses local community services such as law enforcement agencies, organizations, churches and /or schools that offer translators and interpreters. Examples include (but are not limited to): The Latin American Association, local school districts, and ecumenical organizations.
- 3) **Staff Training.** DCA staff shall be trained in the Agency Protocols for implementation of this Language Access Plan in group workshop sessions conducted by the DCA Language Access Coordinator. Trainings shall occur on an annual basis. Division language access contacts shall provide training to new staff members.
 - 4) **Notification.** DCA shall maintain notices on its website of the availability of translation and interpretation services. DCA outreach staff will also provide information relating to DCA's translation and interpretative services to industry partners. Staff that uses Constant Contact to keep participants informed of available resources will add a link to DCA's Fair Housing website which will contain information related to the availability of interpretative services offered by DCA.

DCA will monitor, maintain and update LEP requirements as required by HUD at least annually and/or as changes occur.

- 5) DCA will provide its Recipients in the 18 counties listed in the Table above technical assistance regarding their responsibilities to provide Language Access Services using DCA's 4-factor analysis and this Plan as a template for meeting their obligations under Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166.
- 6) **Documentation** DCA shall use its existing Customer Service Database System (CSMS) to document all requests for reasonable accommodation and actions taken to address those requests.

VI. Complaints

Complainants may file a complaint with the DCA Language Access Coordinator if it is believed you have been denied the benefits of this Plan. Complaints will be investigated pursuant to DCA's Grievance procedures. To file a complaint with the DCA Language Access Coordinator, submit the written complaint to:

Debra Harrington
DCA Language Access Coordinator
Georgia Department of Community Affairs
60 Executive Park South, NE
Atlanta, GA 30329
404-679-4839.
debra.harrington@dca.ga.gov

OR

Any person that feels that the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 regulations were not complied with may file a complaint directly to the Assistant Secretary for Fair Housing and Equal Opportunity at the following address (or as otherwise directed by HUD):

**Assistant Secretary for Fair Housing and Equal Opportunity
Department of Housing and Urban Development
Regional Field Office
40 Marietta Street
Atlanta, GA 30303**

XVI.

DCA Effective Communication Policy

DEPARTMENT OF COMMUNITY AFFAIRS

EFFECTIVE COMMUNICATION POLICY

I. INTRODUCTION

The Georgia Department of Community Affairs (DCA) is committed to providing all persons with equal access to its services, programs, activities, education, and employment regardless of race, color, national origin, religion, age, sex, familial status, or disability. It is the policy of DCA to comply fully with all federal, state, and local nondiscrimination laws and to operate in accordance with the rules and regulations governing Fair Housing and Equal Opportunity in housing and employment. Specifically, DCA shall not on account of race, color, national origin, religion, age, sex, familial status, or disability deny any family or individual the opportunity to apply for or receive assistance under any of DCA's Programs.

Except as otherwise provided in 24 CFR §8.21(c)(1), §8.24(a), §8.25, and §8.31, no qualified individual with disabilities shall, because any DCA facilities are inaccessible to or unusable by persons with disabilities, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity that receives federal or state financial assistance.

II. EFFECTIVE COMMUNICATION POLICY

DCA in administering all programs is committed to ensuring that applicants and participants with disabilities have an effective means to communicate and that DCA effectively communicates with participants with disabilities regarding DCA policies and procedures. All notifications, including approvals or denials of requests for effective communication referenced in this Policy, will be provided in an alternate format, upon request.

DCA will post a copy of this Effective Communication Policy on its website, in all of its Regional offices as well as its Central Administrative Office located at 60 Executive Park South, NE, Atlanta, GA 30329.

III. AUXILIARY AIDS AND SERVICES

When requested, DCA's employees shall furnish appropriate auxiliary aids and services to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the programs, services, and activities conducted by DCA.

"Auxiliary aids and services" may include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, telephones compatible with hearing aids, telecommunications devices for deaf persons (TDDs), or other effective methods of making orally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

DCA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that DCA will honor the choice, unless it can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden.

All requests for auxiliary aids and services must be made and received by DCA at least two weeks prior to the date the service is needed. DCA recognizes that emergency situations may occur where a two week notice may not be possible. DCA will take reasonable steps to secure the auxiliary aid or service when such situations exist.

The individual with a disability will submit his/her request for auxiliary aids or services to DCA at the address listed below. All requests shall be dated and time-stamped upon receipt. Alternately, an individual may email DCA or present a request by telephone to any Effective Communication Division Coordinator or their backup (hereinafter "Division Coordinator").

Upon receipt of the request by the applicable Division Coordinator or their designee, the Division Coordinator will consult with the individual with a disability to determine the preferred type of auxiliary aid or service. If the preferred type of auxiliary aid or service is not available or not required, then the Division Coordinator will ascertain whether an alternative means of communication will ensure effective communication. Within five (5) business days of the receipt of the request, the Division Coordinator will forward the request and the determination of the aid or service required to the appropriate Program Manager who will provide the requesting individual with a written notification of the proposed auxiliary aid or service to be provided. The approved request will be implemented no later than five (5) business days after the Program Manager provides the requesting individual with the written notification of approval. The applicant or participant must provide forty-eight (48) hours prior notice to DCA of any need to reschedule their meeting.

Upon disposition of the request, copies of the final decision shall be forwarded to the Agency 504/ADA Coordinator who will maintain copies of all requests for effective communication and DCA's response, including final disposition, for the duration of 3-years from the date of disposition.

DCA's procedures for requesting auxiliary aids and services and all applicable forms shall be posted on DCA's website.

IV. ALTERNATE FORMATS

DCA recognizes that accessing written communications may be difficult for people who are blind or have low vision and individuals with other disabilities. In instances where DCA provides information in written form, DCA will ensure effective communication for people who cannot read the text by providing an alternate format considering the context, the importance of the information, and the length and complexity of the materials.

V. TRAINING AND OUTREACH

To further its commitment to full compliance with applicable Civil Rights laws, DCA will provide federal, state, and local information to applicants and participants in programs (including HUD funded programs) regarding "discrimination" and any recourse available to them should they feel they have been the victim of discrimination. In addition to the required notices, DCA uses brochures and other printed materials to make the public aware of DCA programs. Brochures are made available free of charge to the public through various agencies as well as private organizations offering assistance to low income individuals and families. DCA has developed a "Fair Housing Brochure" which is posted on its website and, displayed in its central office, distributed at public meetings and trainings and distributed to organizations by its marketing staff to accomplish this education. The DCA Fair Housing brochure is available in English and Spanish. DCA attempts to place notices in daily publications; however, in smaller, rural communities, weekly newspapers or local advertising supplements may be used. While minority media generally do not serve DCA's non-metro areas, notices shall be placed in "non-English or community (race) focused newspapers.

DCA conducts annual Trainings for Property Managers and Multifamily Owners that participate in DCA Multifamily program. The training will include a Fair Housing overview.

DCA partners with the University of Georgia Housing and Demographic Research Center, the University of Georgia Office of the Vice President for Public Service and Outreach, and the Georgia Municipal Association to provide the Georgia Institute for Community Housing (GICH), a three-year program of collaboration and technical assistance to help communities create and launch a locally based plan to meet their housing and neighborhood revitalization needs through partnerships and coordinated action. During the three-year program of technical assistance and cross-community sharing, participating community housing teams comprised of nonprofits, city and/or county government, housing authorities, local lenders, real estate professionals, chambers of commerce, local school boards, and other key players in the housing arena will: attend two retreats a year with other participating communities; identify issues and needs, available resources, and potential obstacles; develop new ideas about meeting local housing needs and enhancing community development; learn about best practices and available resources and funding for housing and community development; produce a community housing plan with objectives and goals; and begin implementation of the action plan. DCA will develop and present a Fair Housing Training module as part of the curriculum for upcoming trainings.

Martin Luther King, Jr. Advisory Council – DCA provides administrative support for the Martin Luther King, Jr. Advisory Council, an independent non-profit organization created by the Georgia General Assembly. One of the Council's four initiatives is to assist community revitalization using the power of Dr. King's legacy and principles of social justice to bring people together to improve neighborhoods, particularly around streets or facilities that bear Dr. King's name. The Sweet Auburn Historic District Opportunity Zone designation by DCA in January, 2013, is a recent example.

DCA will continue to provide the Landlord/Tenant Handbook to Georgia citizens who are renters. This handbook contains educational material regarding Fair housing laws.

DCA utilizes email lists, press releases and general mailings to interested parties, funding recipients, local governments, participating families, landlords, owners, public housing authorities, nonprofit organizations, and their agents to notify the public of funding availability and major changes in its programs.

DCA has designated DCA outreach staff members who will distribute Fair Housing information, provide outreach to citizens, and answer questions regarding DCA programs.

VI. DCA TAG LINE POLICY

ILLUSTRATIONS OF LOGOTYPE, STATEMENT, AND SLOGAN

All Applications, Manuals, Instructions, Brochures, Notices, Meeting invitations, Solicitations, Public Communications, Employment materials and Marketing materials, produced or used by DCA should contain an equal housing opportunity logotype, statement, or slogan as a means of educating the home seeking public that the property is available to all persons regardless of race, color, religion, sex, handicap, familial status, age or national origin. (See Fair Housing Advertising guidelines for additional information.)

The standard Equal Housing Opportunity logotype is as follows:



The following statement is the approved DCA tag line:

The Georgia Department of Community Affairs is committed to providing all persons with equal access to its services, programs, activities, education and employment regardless of race, color, national origin, religion, sex, familial status, disability or age.

For a reasonable accommodation please contact (Effective Communication Division Coordinator) at: (Number) or email fairhousing@dca.ga.gov.

DCA staff should consider the type of medium in determining whether an additional contact for alternate format should be utilized. The additional contact should read as follows:

If you need an alternative format or language, please contact: (Effective Communication Division Coordinator) at: (Number) or email fairhousing@dca.ga.gov.

VII. OUTREACH TO THOSE PERSONS WITH DISABILITIES

In addition to publicizing DCA's programs and services and providing appropriate auxiliary aids and services to individuals with disabilities, DCA is committed to a variety of outreach activities to persons with disabilities. These activities fall into several major categories that are summarized in **Attachment A**. These activities include marketing, programs targeted to those with disabilities, matching persons with disabilities with accessible housing units, criteria for funding selection weighted toward serving those with disabilities, research and technical assistance to facilitate access and services for individuals with disabilities, and DCA's treatment of its own staff through its human resource procedures. The following describes several DCA initiatives in detail that demonstrate DCA's ongoing commitment to equal access for persons with disabilities.

Creation of a Disability Housing Coordinator Position at DCA

DCA partnered with the Governor's Council on Developmental Disabilities (now known as the Georgia Council on Developmental Disabilities) to create a full time Disability Housing position at DCA. That position is responsible for:

- Creating opportunities for expanding knowledge and understanding about issues pertinent to housing for individuals with disabilities through information sharing and distribution, relationship building, training and networking for and with people at all points through the housing spectrum, including DCA leadership and staff, builders, developers, local and state government officials, housing planners, lenders, and organizations representing people with disabilities and their families.
- Developing and coordinating programs and providing technical assistance designed to enhance awareness and understanding of the housing needs of individuals with mental, physical, and/or developmental disabilities and their families and expand the programs available to these targeted populations.
- Populating a database with contact information for persons with disabilities, advocates for persons with disabilities and service organizations.

Creation of the Home Access Program

DCA identified that the architectural design of a home is a significant barrier to many individuals with disabilities being able to remain in their home, even when the home is affordable to them and the other services and supports necessary to live independently are available. As a result, DCA created the Home Access program to provide grant funding for the implementation of accessibility improvements at owner-occupied residences of individuals with a disability. DCA partners with the Brain and Spinal Injury Trust Fund Commission (BSITFC) to implement this program.

Creation of GeorgiaHousingSearch.org

In order to reach individuals least likely to apply for housing to rental units created through various DCA programs, DCA launched GeorgiaHousingSearch.org, providing an important tool to match available rental units to individuals and families needing this resource. Since its launch,

the system has grown to include more than 180,000 units. DCA requires all developers of affordable rental units through its Housing programs to list the portfolio of their properties in Georgia on the system. DCA also promotes its use with organizations serving the homeless or providing support services to individuals with disabilities. Additionally, the service is translatable to over 71 languages at the simple click of a button. The service is able to identify vacant accessible units as well as units with project based rental assistance and landlords that do not require a criminal background check.

Creation of Choice Initiative under the Georgia Dream Homeownership Program

DCA designed a restructured downpayment assistance/principal reduction program to assist individuals with disabilities that, because of income considerations alone, could not afford to purchase a home in their community. Just as with any eligible home buyer, regardless of the existence of a disability, income and credit are the key issues to qualify for a home mortgage. However, individuals with disabilities have additional needs and issues which advocate for the provision of an enhanced amount of financial assistance beyond the traditional \$5,000 maximum cap that is available to traditional Georgia Dream borrowers.

As a result of these considerations, DCA now operates the CHOICE initiative, which provides \$7,500 to individuals with disabilities and families which include a member with a disability towards the purchase of a home to be used as their primary residence. Since inception, the program has assisted 598 borrowers secure homeownership.

VIII. LANGUAGE ACCESS PLAN (LAP)

DCA is in compliance with HUD's published Guidance in the federal register published January 22, 2007 regarding the Title VI prohibition against national origin discrimination affecting Limited English Proficiency (LEP) persons. Upon completion of the four factor analysis, DCA developed a Language Access Plan (LAP) which is hereby incorporated by reference. DCA's LAP includes but is not limited to the access services described below.

- Utilize HUD forms printed in languages other than English.
- Employ interpreters when necessary.
- Receptionist(s) in the Atlanta office are required to be proficient in Spanish. An employee in each regional office will be trained in conversational Spanish.
- DCA contracts with Language Line Solutions which interprets spoken words in various languages. DCA also contracts with the Georgia Interpreting Service Network (GISN) for sign language interpretive services.
- Purchases and maintains global translation devices.
- DCA also utilizes local community services such as law enforcement agencies, organizations, churches and /or schools that offer translators and interpreters.

DCA will monitor, maintain and update LEP requirements as required by HUD at least annually and/or as changes occur.

IX. REASONABLE ACCOMMODATIONS

DCA is subject to Federal civil rights laws and regulations. This Reasonable Accommodation Policy is based on the following statutes or regulations. See Section 504 of the Rehabilitation Act of 1973 (Section 504); Title II of the Americans with Disabilities Act of 1990 (ADA); the Fair Housing Act of 1968, as amended (Fair Housing Act); the Architectural Barriers Act of 1968, and the respective implementing regulations for each Act.

DCA is committed to ensuring that its policies and procedures do not discriminate against individuals living with disabilities nor deny individuals with disabilities the opportunity to participate in, or benefit from, or otherwise have access to any of DCA's programs, services or activities. Therefore, if an individual with a disability requires an accommodation such as an accessible feature or modification to a DCA policy, DCA will provide such accommodation unless doing so would result in a fundamental alteration in the nature of the program or cause an undue financial and administrative burden. In such a case, DCA will make another accommodation that would not result in a financial or administrative burden.

A reasonable accommodation is a change, modification, alteration, or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual with a disability the opportunity to participate in, or benefit from, a program or activity.

A person with a disability may request a reasonable accommodation at any time during the application process, or at any time during participation in any programs of DCA. Individuals may submit their reasonable accommodation request(s) in writing, orally, or by any other equally effective means of communication. However, DCA staff will document all requests in writing.

A person with a disability includes (1) individuals with a physical or mental impairment that substantially limits one or more major life activities; (2) individuals who are regarded as having such an impairment; and (3) individuals with a record of such an impairment. As used in this definition, the phrase "physical or mental impairment" includes:

- Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: Neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genitor-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term "physical or mental impairment" includes, but is not limited to, such diseases and conditions as orthopedic, visual, speech, and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction, and alcoholism.
- "Major life activities" means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, and learning.

The definition of disability does not include any individual who is not being treated for or who is not in recovery from substance abuse or who is an alcoholic whose current use of alcohol prevents the individual from participating in programs whose rules specifically prohibit such use (e.g., the housing choice voucher program or activities); or whose participation, by reason of such current substance or alcohol abuse, would constitute a direct threat to property or the safety of others.

DCA may request documentation of the need for a Reasonable Accommodation or Modification. In addition, DCA may request that the individual provide suggested reasonable accommodations. DCA forms for requesting a Reasonable Accommodation or Modification are posted on the DCA website.

DCA may verify a person's disability only to the extent necessary to ensure that individuals who have requested a reasonable accommodation or modification have a disability-based need for the requested accommodation or modification.

X. UNDUE FINANCIAL AND ADMINISTRATIVE BURDEN

If DCA finds that the requested accommodation or modification creates an undue administrative and financial burden, DCA will deny the request and/or present an alternate accommodation that will still meet the need of the person.

1. An undue administrative burden is one that requires a fundamental increase in the essential functions of DCA.
2. A requested accommodation or modification that creates an undue financial burden is one that when considering the available resources of the agency as a whole, would pose a severe financial hardship for DCA.

XI. ASSISTANCE ANIMAL POLICY

DCA recognizes the benefits of assistance/support animals for individuals with disabilities. When requested, DCA will determine, on an individual basis, and in accordance with applicable state and federal Fair Housing laws and regulations, whether an applicant's or participant's need to have such an animal is a reasonable accommodation. Where it is not readily apparent that an animal qualifies as an assistance/support animal under the Fair Housing Act, DCA may require reliable third-party information and documentation that corroborate the disability-related need for the accommodation. DCA's evaluation of third-party information includes whether the participant has a disability for which the animal is needed; and the connection between the participant's disability and the assistance that the animal provides. Reliable third-party information may come from a physician, medical professional, peer support group, non-medical service agency, or a reliable third party knowledgeable about the participant's disability. A participant's medical records or detailed information about the nature of a participant's disability is not necessary for this evaluation.

XII. FEDERAL HOUSING CHOICE VOUCHER PROGRAM ONLY

In cases where an owner refuses to allow an assistance/support animal in the rental property, DCA will allow the participant to terminate the rental agreement and will issue a new housing choice voucher. If the participant elects to move, DCA will work with the participant to obtain moving expenses from social service agencies or other similar sources. DCA will also refer participants to HUD's Office of Fair Housing and Equal Opportunity (FHEO) and provide information on how they may file a Fair Housing complaint. As with all requests for reasonable accommodations or modifications, DCA will consider additional accommodations on a case-by-case basis.

If the property owner has other subsidized units with DCA, DCA may terminate those contracts, if no harm is created to participants living in the rental units. However, the property owner is prohibited from entering into future housing choice voucher contracts with DCA.

XIII. MONITORING AND ENFORCEMENT

DCA's Agency 504/ADA Coordinator is responsible for monitoring DCA's compliance with this Policy. Individuals or their designee or representative who have questions regarding this Policy, its interpretation or implementation should contact either designated Division Coordinators or the DCA's Agency 504/ADA Coordinator.

XIV. RIGHT TO APPEAL/GRIEVANCE PROCESS

Any HUD Program participant or any individual with a disability that is not satisfied with DCA's response to his/her request for an auxiliary aid or service may file a complaint in accordance with DCA's Grievance Procedure following a formal determination by DCA's Section 504/ADA Coordinator. DCA's Grievance Process can be accessed on the DCA website.

XV. EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of DCA to recruit applicants for employment on the basis of individual merit and ability. Applicants are recruited and hired without discrimination on the basis of race, religion, color, national origin, sex, age, disability, or familial status. Personnel procedures and practices with regard to training, promotion, transfer, compensation, demotion, or termination are administered with due consideration of job performance, experience, and qualifications.

DCA is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of DCA to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue financial and administrative hardship. In accordance with the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment. This policy applies to all employees and employees seeking promotional opportunities and job applicants.

For purposes of determining eligibility for a reasonable accommodation, a person with a disability includes (1) individuals with a physical or mental impairment that substantially limits one or more major life activities; (2) individuals who are regarded as having such an impairment; (3) individuals with a record of such an impairment. A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity. Examples of accommodations may include acquiring or modifying equipment or devices; modifying training materials, making facilities readily accessible; modifying work schedules; and reassignment to a vacant position.

Employees or applicants who are dissatisfied with the outcome of their accommodation request may file an appeal pursuant to DCA's internal appeal process.

XVII.

**Part 109 - Fair Housing
Advertising requirements**

PART 109--FAIR HOUSING ADVERTISING

Sec.	
109.5	Policy.
109.10	Purpose.
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109.16	Scope.
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APPENDIX I TO PART 109—FAIR HOUSING ADVERTISING

AUTHORITY: Title VIII, Civil Rights Act of 1968, 42 U.S.C. 3600-3620; section 7(d), Department of HUD Act, 42 U.S.C. 3535(d).

SOURCE: 54 FR 3308, Jan. 23, 1989, unless otherwise noted.

§ 109.5 Policy.

It is the policy of the United States to provide, within constitutional limitations, for fair housing throughout the United States. The provisions of the Fair Housing Act (42 U.S.C. 3600, *et seq.*) make it unlawful to discriminate in the sale, rental, and financing of housing, and in the provision of brokerage and appraisal services, because of race, color, religion, sex, handicap, familial status, or national origin. Section 804(c) of the Fair Housing Act, 42 U.S.C. 3604(c), as amended, makes it unlawful to make, print, or publish, or cause to be made, printed, or published, any notice, statement, or advertisement, with respect to the sale or rental of a dwelling, that indicates any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or an intention to make any such preference, limitation, or discrimination. However, the prohibitions of the act regarding familial status do not apply with respect to *housing for older persons*, as defined in section 807(b) of the act.

§ 109.10 Purpose.

The purpose of this part is to assist all advertising media, advertising agencies and all other persons who use advertising to make, print, or publish, or cause to be made, printed, or published, advertisements with respect to the sale, rental, or financing of dwellings which are in compliance with the requirements of the Fair Housing Act. These regulations also describe the matters this Department will review in evaluating compliance with the Fair Housing Act in connection with investigations of complaints alleging discriminatory housing practices involving advertising.

§ 109.15 Definitions.

As used in this part:

(a) *Assistant Secretary* means the Assistant Secretary for Fair Housing and Equal Opportunity.

(b) *General Counsel* means the General Counsel of the Department of Housing and Urban Development.

(c) *Dwelling* means any building, structure, or portion thereof which is occupied as, or designed or intended for occupancy as, a residence by one or more families, and any vacant land which is offered for sale or lease for the construction or location thereon of any such building, structure, or portion thereof.

(d) *Family* includes a single individual.

(e) *Person* includes one or more individuals, corporations, partnerships, associations, labor organizations, legal representatives, mutual companies, joint-stock companies, trusts, unincorporated organizations, trustees, trustees in cases under Title 11 of the United States Code, receivers, and fiduciaries.

(f) *To rent* includes to lease, to sublease, to let and otherwise to grant for a consideration the right to occupy premises not owned by the occupant.

(g) *Discriminatory housing practice* means an act that is unlawful under section 804, 805, 806, or 818 of the Fair Housing Act.

(h) *Handicap* means, with respect to a person--

(1) A physical or mental impairment which substantially limits one or more of such person's major life activities,

(2) A record of having such an impairment, or

(3) Being regarded as having such an impairment.

This term does not include current, illegal use of or addiction to a controlled substance (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)). For purposes of this part, an individual shall not be considered to have a handicap solely because that individual is a transvestite.

(i) *Familial status* means one or more individuals (who have not attained the age of 18 years) being domiciled with--

(1) A parent or another person having legal custody of such individual or individuals; or

(2) The designee of such parent or other person having such custody, with the written permission of such parent or other person. The protections afforded against discrimination on the basis of familial status shall apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not attained the age of 18 years.

§ 109.16 Scope.

(a) *General.* This part describes the matters the Department will review in evaluating compliance with the Fair Housing Act in connection with investigations of complaints alleging discriminatory housing practices involving advertising. Use of these criteria will be considered by the General Counsel in making determinations as to whether there is reasonable cause, and by the Assistant Secretary in making determinations that there is no reasonable cause, to believe that a discriminatory housing practice has occurred or is about to occur.

(1) *Advertising media.* This part provides criteria for use by advertising media in determining whether to accept and publish advertising regarding sales or rental transactions. Use of these criteria will be considered by the General Counsel in making determinations as to whether there is reasonable cause, and by the Assistant Secretary in making determinations that there is no reasonable cause, to believe that a discriminatory housing practice has occurred or is about to occur.

(2) *Persons placing advertisements.* A failure by persons placing advertisements to use the criteria contained in this part, when found in connection with the investigation of a complaint alleging the making or use of discriminatory advertisements, will be considered by the General Counsel in making a determination of reasonable cause, and by the Assistant Secretary in making determinations that there is no reasonable cause, to believe that a discriminatory housing practice has occurred or is about to occur.

(b) *Affirmative advertising efforts.* Nothing in this part shall be construed to restrict advertising efforts designed to attract persons to dwellings who would not ordinarily be expected to apply, when such efforts are pursuant to an affirmative marketing program or undertaken to remedy the effects of prior discrimination in connection with the advertising or marketing of dwellings.

[54 FR 308, Jan. 23 1989, as amended at 55 FR 53294, Dec. 28, 1990.]

§ 109.20 Use of words, phrases, symbols, and visual aids.

The following words, phrases, symbols, and forms typify those most often used in residential real estate advertising to convey either overt or tacit discriminatory preferences or limitations. In considering a complaint under the Fair Housing Act, the Department will normally consider the use of these and comparable words, phrases, symbols, and forms to indicate a possible violation of the act and to establish a need for further proceedings on the complaint, if it is apparent from the context of the usage that discrimination within the meaning of the act is likely to result.

(a) *Words descriptive of dwelling, landlord, and tenants.* White private home, Colored home, Jewish home, Hispanic residence, adult building.

(b) *Words indicative of race, color, religion, sex, handicap, familial status, or national origin--*

(1) *Race--*Negro, Black, Caucasian, Oriental, American Indian.

(2) *Color*--White, Black, Colored.

(3) *Religion*--Protestant, Christian, Catholic, Jew.

(4) *National origin*--Mexican American, Puerto Rican, Philippine, Polish, Hungarian, Irish, Italian, Chicano, African, Hispanic, Chinese, Indian, Latino.

(5) *Sex*--the exclusive use of words in advertisements, including those involving the rental of separate units in a single or multi-family dwelling, stating or tending to imply that the housing being advertised is available to persons of only one sex and not the other, except where the sharing of living areas is involved. Nothing in this part restricts advertisements of dwellings used exclusively for dormitory facilities by educational institutions.

(6) *Handicap*--crippled, blind, deaf, mentally ill, retarded, impaired, handicapped, physically fit. Nothing in this part restricts the inclusion of information about the availability of accessible housing in advertising of dwellings.

(7) *Familial status*--adults, children, singles, mature persons. Nothing in this part restricts advertisements of dwellings which are intended and operated for occupancy by older persons and which constitute *housing for older persons* as defined in Part 100 of this title.

(8) *Catch words*--Words and phrases used in a discriminatory context should be avoided, e.g., *restricted, exclusive, private, integrated, traditional, board approval or membership approval.*

(c) *Symbols or logotypes.* Symbols or logotypes which imply or suggest race, color, religion, sex, handicap, familial status, or national origin.

(d) *Colloquialisms.* Words or phrases used regionally or locally which imply or suggest race, color, religion, sex, handicap, familial status, or national origin.

(e) *Directions to real estate for sale or rent (use of maps or written instructions).* Directions can imply a discriminatory preference, limitation, or exclusion. For example, references to real estate location made in terms of racial or national origin significant landmarks, such as an existing black development (signal to blacks) or an existing development known for its exclusion of minorities (signal to whites). Specific directions which make reference to a racial or national origin significant area may indicate a preference. References to a synagogue, congregation or parish may also indicate a religious preference.

(f) *Area (location) description.* Names of facilities which cater to a particular racial, national origin or religious group, such as country club or private school designations, or names of facilities which are used exclusively by one sex may indicate a preference.

§ 109.25 Selective use of advertising media or content.

The selective use of advertising media or content when particular combinations thereof are used exclusively with respect to various housing developments or sites can lead to discriminatory

results and may indicate a violation of the Fair Housing Act. For example, the use of English language media alone or the exclusive use of media catering to the majority population in an area, when, in such area, there are also available non-English language or other minority media, may have discriminatory impact. Similarly, the selective use of human models in advertisements may have discriminatory impact. The following are examples of the selective use of advertisements which may be discriminatory:

(a) *Selective geographic advertisements.* Such selective use may involve the strategic placement of billboards; brochure advertisements distributed within a limited geographic area by hand or in the mail; advertising in particular geographic coverage editions of major metropolitan newspapers or in newspapers of limited circulation which are mainly advertising vehicles for reaching a particular segment of the community; or displays or announcements available only in selected sales offices.

(b) *Selective use of equal opportunity slogan or logo.* When placing advertisements, such selective use may involve placing the equal housing opportunity slogan or logo in advertising reaching some geographic areas, but not others, or with respect to some properties but not others.

(c) *Selective use of human models when conducting an advertising campaign.* Selective advertising may involve an advertising campaign using human models primarily in media that cater to one racial or national origin segment of the population without a complementary advertising campaign that is directed at other groups. Another example may involve use of racially mixed models by a developer to advertise one development and not others. Similar care must be exercised in advertising in publications or other media directed at one particular sex, or at persons without children. Such selective advertising may involve the use of human models of members of only one sex, or of adults only, in displays, photographs or drawings to indicate preferences for one sex or the other, or for adults to the exclusion of children.

§ 109.30 Fair housing policy and practices.

In the investigation of complaints, the Assistant Secretary will consider the implementation of fair housing policies and practices provided in this section as evidence of compliance with the prohibitions against discrimination in advertising under the Fair Housing Act.

(a) *Use of Equal Housing Opportunity logotype, statement, or slogan.* All advertising of residential real estate for sale, rent, or financing should contain an equal housing opportunity logotype, statement, or slogan as a means of educating the homeseeking public that the property is available to all persons regardless of race, color, religion, sex, handicap, familial status, or national origin. The choice of logotype, statement or slogan will depend on the type of media used (visual or auditory) and, in space advertising, on the size of the advertisement. Table I (see Appendix I) indicates suggested use of the logotype, statement, or slogan and size of logotype. Table II (see Appendix I) contains copies of the suggested Equal Housing Opportunity logotype, statement and slogan.

(b) *Use of human models.* Human models in photographs, drawings, or other graphic techniques may not be used to indicate exclusiveness because of race, color, religion, sex,

handicap, familial status, or national origin. If models are used in display advertising campaigns, the models should be clearly definable as reasonably representing majority and minority groups in the metropolitan area, both sexes, and, when appropriate, families with children. Models, if used, should portray persons in an equal social setting and indicate to the general public that the housing is open to all without regard to race, color, religion, sex, handicap, familial status, or national origin, and is not for the exclusive use of one such group.

(c) *Coverage of local laws.* Where the Equal Housing Opportunity statement is used, the advertisement may also include a statement regarding the coverage of any local fair housing or human rights ordinance prohibiting discrimination in the sale, rental or financing of dwellings.

(d) *Notification of fair housing policy--*

(1) *Employees.* All publishers of advertisements, advertising agencies, and firms engaged in the sale, rental or financing of real estate should provide a printed copy of their nondiscrimination policy to each employee and officer.

(2) *Clients.* All publishers of advertisements and advertising agencies should post a copy of their nondiscrimination policy in a conspicuous location wherever persons place advertising and should have copies available for all firms and persons using their advertising services.

(3) *Publishers' notice.* All publishers should publish at the beginning of the real estate advertising section a notice such as that appearing in Table III (see Appendix I). The notice may include a statement regarding the coverage of any local fair housing or human rights ordinance prohibiting discrimination in the sale, rental or financing of dwellings.

APPENDIX I TO PART 109--FAIR HOUSING ADVERTISING

The following three tables may serve as a guide for the use of the Equal Housing Opportunity logotype, statement, slogan, and publisher's notice for advertising:

Table I

A simple formula can guide the real estate advertiser in using the Equal Housing Opportunity logotype, statement, or slogan.

In all space advertising (advertising in regularly printed media such as newspapers or magazines) the following standards should be used:

Size of advertisement	Size of logotype in inches
½ page or larger.....	2x2
1/8 page up to ½ page.....	1x1
4 column inches to 1/8 page.....	½ x ½

Less than 4 column inches	(1)
---------------------------	-----

¹Do not use.

In any other advertisements, if other logotypes are used in the advertisement, then the Equal Housing Opportunity logo should be of a size at least equal to the largest of the other logotypes; if no other logotypes are used, then the type should be bold display face which is clearly visible. Alternatively, when no other logotypes are used, 3 to 5 percent of an advertisement may be devoted to a statement of the equal housing opportunity policy.

In space advertising which is less than 4 column inches (one column 4 inches long or two columns 2 inches long) of a page in size, the Equal Housing Opportunity slogan should be used. Such advertisements may be grouped with other advertisements under a caption which states that the housing is available to all without regard to race, color, religion, sex, handicap, familial status, or national origin.

Table II

Illustrations of Logotype, Statement, and Slogan. Equal Housing Opportunity Logotype:



Equal Housing Opportunity Statement: We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

Equal Housing Opportunity Slogan: "Equal Housing Opportunity."

Table III

Illustration of Media Notice--Publisher's notice: All real estate advertised herein is subject to the Federal Fair Housing Act, which makes it illegal to advertise "any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or intention to make any such preference, limitation, or discrimination."

We will not knowingly accept any advertising for real estate which is in violation of the law. All persons are hereby informed that all dwellings advertised are available on an equal opportunity basis.

XVIII.

DCA Section 504 Grievance Procedures

Georgia Department of Community Affairs SECTION 504 GRIEVANCE PROCEDURES

The Department of Community Affairs (DCA) has adopted an external grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Americans with Disabilities Act (ADA) and the Department of Housing and Urban Development's (HUD) regulations implementing Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as amended. Section 504 states, in part, that "No otherwise qualified disabled individual...shall solely by reason of his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

These grievance procedures are available for use by current recipients of any DCA program or activity receiving federal financial assistance including but not limited to HOME, CDBG, NSP, ESG/HOPWA. The complaint should be filed after a request for a reasonable accommodation has been denied by DCA or a violation of anti-discriminatory laws has occurred.

Complaints should be addressed to:

Section 504/ADA Coordinator
Department of Community Affairs
60 Executive Parkway South, N.E.
Atlanta, Georgia 30329-2231

Or emailed to: fairhousing@dca.ga.gov

The Section 504 Coordinator has been designated to coordinate Section 504/ADA compliance efforts.

A complaint shall be filed in writing within 90 days of the denial of a reasonable accommodation request and/or after the complainant becomes aware of the alleged violation and shall contain the following:

1. Name and mailing address of the complainant;
2. A description of the alleged violation; and
3. The date the alleged violation occurred.

The Section 504 Coordinator shall acknowledge receipt of a complaint within 14 business days after receipt of a complaint. A DCA investigation shall follow the filing of a complaint and shall be completed within 45 business days, unless extended, after acknowledgement of receipt by the Section 504 Coordinator. The DCA investigation shall be conducted by the Section 504 Coordinator. The investigation shall be informal but thorough, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

A written determination as to the validity of the employee complaint and a description of the resolution, if any, shall be issued by the 504 Coordinator for DCA, within 14 business days after an investigation has been completed. A copy of said written determination shall be forwarded to the complainant.

The Section 504 Coordinator shall maintain the files and records of DCA relating to the complaints filed.

The DCA complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration shall be made within 10 business days from the date of the written determination and shall be addressed to:

Section 504/ADA Coordinator
Department of Community Affairs
60 Executive Parkway South, N.E.
Atlanta, Georgia 30329-2231

Or emailed to fairhousing@dca.ga.gov

The 504/ADA Coordinator and/or his designee shall affirm or deny the request for reconsideration within 14 business days from receipt of the request for reconsideration.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504/ADA complaint with the responsible federal department or agency. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.

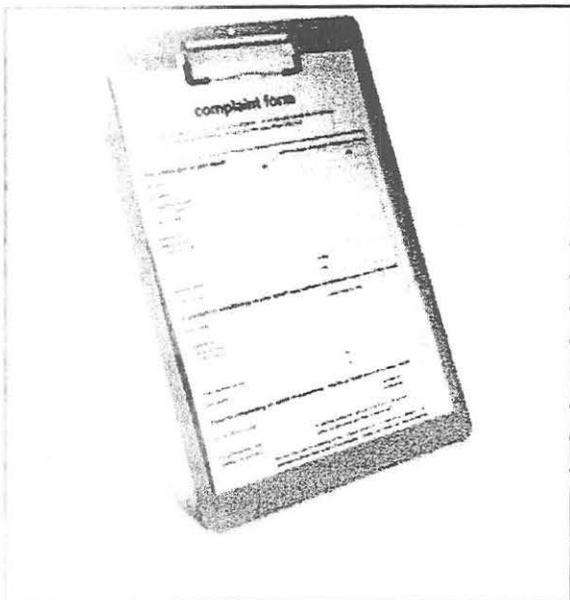
These rules shall be construed to protect the substantive rights of interested persons under Section 504 of the Rehabilitation Act and implementing regulations.

EXHIBIT A

**Division Coordinators/Alternates
504/Language Solutions**

<u>Division</u>	<u>Name</u>	<u>Phone</u>
Administration Alternate	Debbie Harrington Erin Pender	404-679-4839 404-679-3155
Community Development Alternate	Annette Henson Traci Turgeon	404-679-3119 404-679-3118
Community Finance Alternate	Pam Truitt Dana Edwards	404-679-5240 404-679-0629
Executive	Haley Allison	404-679-0585
External Affairs	Haley Allison	404-679-0585
Finance Alternate	Tracy Ponder Cathy Quay	404-982-3462 404-679-0602
Finance (SHM) Alternate	Mingnyon Melson Renea Riddles	404-679-5838 404-679-0590
HomeSafe Alternate	Bao Hang Felix Hull	770-806-2089 770-806-2112
Housing Finance & Dev. Alternate	Sandy Wyckoff Licelotte Vasquez	404-679-0670 404-679-4865
Housing Policy & Admin. Alternate	Staci Tillman Ron Pounds	404-679-3114 404-327-6864
Rental Assistance (Central)	Christy Barnes	404-679-3158
	Brian Connor	404-327-6810
(Compliance)	Brenda Zachary	404-679-4943
	Tammy Bradshaw	706-540-8987
(Athens)	Samantha Thomas	706-369-5636
	Linda Dean	706-369-5801
(Eastman)	Dyanna Watson	478-374-6961
	Sherri McCook	478-374-6968
(Tucker)	Constance Smith	770-414-3204
	Laterica Ford	770-414-3261
(Waycross)	Linda Driver	912-287-6573
	Christy Shepler	912-338-5951

How To File A Complaint



(<http://gceo.state.ga.us/wp-content/uploads/2012/12/complaint.jpg>)

The Georgia Fair Housing Act requires all complaints must be filed in writing, signed, and affirmed by the aggrieved person.

In order to file a complaint there must be:

- Standing
- Who
- Aggrieved persons
- A person who believes that a violation is about to occur
- Parents or guardians
- Testers
- Organizations –Fair Housing Organizations, Civil Rights Organizations, Other Advocacy Groups
- Respondent jurisdiction

Subject matter jurisdiction

Timeliness –Any complaint filed under the Fair Housing act must be timely. In order for the GCEO to have jurisdiction to investigate, complaints must be filed within one year-365 calendar days of the alleged discrimination. Counting of the 365 days begins the day after the discriminatory act.

Complainants have two years to retain a private attorney and file a civil suit under the Fair Housing Act

The business period begins as of the date of the discriminatory act or the last occurrences or application of a discriminatory policy.

Continuing violations refer to either a series of related discriminatory acts, or a discriminatory policy that continues to affect members of a particular category. A complaint that alleges a continuing violation is timely if it is filed within one year of the last occurrence of that discriminatory behavior.

Filing Your Housing Discrimination Complaint Online

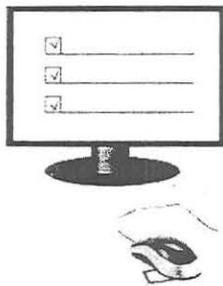
Federal law prohibits housing discrimination based on your race, color, national origin, religion, sex, familial status, or disability. If you have been trying to buy or rent a home or apartment and you believe your civil rights have been violated, you can file your fair housing complaint online by clicking the **Housing Discrimination Complaint** button below. Your housing discrimination complaint will be reviewed by a fair housing specialist to determine if it alleges acts that might violate the Fair Housing Act. The specialist will contact you for any additional information needed to complete this review. If your complaint involves a possible violation of the Fair Housing Act, the specialist will assist you in filing an official housing discrimination complaint.

The Multifamily Housing Complaint Line is a service provided by HUD's **Multifamily Housing Clearinghouse (MFHC)** that enables residents of HUD-insured and -assisted properties and other community members to report complaints with a property's management concerning matters such as poor maintenance, dangers to health and safety, mismanagement, and fraud. It can be accessed by dialing 1-800-MULTI-70 (1-800-685-8470).

If you have a Housing Choice Voucher complaint, please contact the PIH Customer Service Center through our toll-free number at (800) 955-2232 from 9:00 a.m. to 5:00 p.m., Eastern Standard Time (EST) daily Monday through Friday, except for Federal holidays. You may also send an email directly to the Public Housing's Customer Service email address: pihirc@firstpic.org.

If you are alleging a violation of HUD program regulations that prohibit discrimination on the basis of actual or perceived sexual orientation, gender identity and marital status, please visit

hud.gov/lgbthousingdiscrimination.



Housing Discrimination Complaint

Privacy Statement: The information requested in this form will be used to investigate and process claims of housing discrimination. It may be disclosed to the U.S. Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed the discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Though disclosure of the information is voluntary, failure to provide some or all of the requested information will result in the delay or denial of help with your housing discrimination complaint.

Unsure? Questions? Let us know, we're here to help!

If you live in the following areas/states:	Call the toll-free telephone number	HUD Regional Office*
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	(800) 827-5005	Boston
New Jersey, New York, Puerto Rico, Virgin Islands	(800) 496-4294	New York
Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia	(888)799-2085	Philadelphia
Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee	(800) 440-8091	Atlanta

Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin	(800) 765-9372	Chicago
Arkansas, Louisiana, New Mexico, Oklahoma, Texas	(888) 560-8913	Ft. Worth
Iowa, Kansas, Missouri, Nebraska	(800) 743-5323	Kansas City
Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming	(800) 877-7353	Denver
American Samoa, Arizona, California, Guam, Hawaii, Nevada	(800) 347-3739	San Francisco
Alaska, Idaho, Oregon, Washington	(800) 877-0246	Seattle

Your housing discrimination complaint will be reviewed by a fair housing specialist to determine if it alleges acts that might violate the Fair Housing Act. The specialist will contact you for any additional information needed to complete this review. If your complaint involves a possible violation of the Fair Housing Act, the specialist will assist you in filing an official housing discrimination complaint.