

Attorneys at Law

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Stephanie L. Hansen P 302.571.6733 F 302.576.3519 shansen@ycst.com

September 21, 2015

#### ELECTRONIC TRANSMISSION AND FEDERAL EXPRESS OVERNIGHT

Ms. Barbara Delaney (<u>Barbara.R.Delaney@hud.gov</u>) Office of Fair Housing and Equal Opportunity Philadelphia Center Director 100 Penn Square East - Wanamaker Building, 10th Floor Philadelphia, PA 19107

Lori Wagner, Esq.
(Lori.Wagner@usdoj.gov)
Chief
Attn: DJ #175-15-46
Housing and Civil Enforcement Section
Civil Rights Division
United States Department of Justice
1800 G Street NW
Washington, DC 20006

Sussex County Interim Compliance Report Under the Sussex County Voluntary Compliance Agreement (HUD) and Consent Decree (USDOJ)

Dear Ms. Delaney and Ms. Wagner:

Re:

The purpose of this correspondence is to forward to you the training certificates from the third annual in-person training of certain County employees as well as the County's Limited English Proficiency ("LEP") Plan requested by you in your correspondence to Sussex County dated July 30, 2015 (the "July HUD Letter"). Additionally, the County is also including within this report information relating to its second annual homebuyer fair as required within the County's Affirmative and Fair Housing Marketing Plan.

#### A. Training Certificates:

In-person training is required under the Consent Decree ("CD") executed between Sussex County and the U.S. Department of Justice ("USDOJ") on November 28, 2012, entered

Rodney Square • 1000 North King Street • Wilmington, DE 19801 P 302.571.6600 F 302.571.1253 YoungConaway.com YOUNG CONAWAY STARGATT & TAYLOR, LLP Ms. Barbara Delaney Lori Wagner, Esq. September 21, 2015; Page 2

by the Court on December 19, 2012, and in Section III (1) of the Voluntary Compliance Agreement ("VCA") executed between Sussex County and the U.S. Department of Housing and Urban Development ("HUD") on November 28, 2012. Section VI(21) of the CD requires the County to provide in-person training on the requirements of the CD and of the Fair Housing Act to all County officers, elected and appointed officials, or employees who have duties related to the planning, zoning, permitting, construction, or occupancy of residential housing and Section VI(23) requires the submission of training certificates as proof of the training.

The County's third annual in-person training (the "2015 Training") was held on July 23, 2015 with a trainer approved by USDOJ<sup>1</sup> and with materials meeting the approval of USDOJ.<sup>2</sup> The training was video-recorded and each participant received a copy of the CD and a copy of the training materials, and each participant executed the certification of training at the conclusion of the training session. The certificates are attached hereto as **Exhibit A**.

Prior to the 2015 Training, provisions were agreed to between USDOJ and the County in which any elected, appointed, or hired individual who, for good cause, could not attend the annual in-person training could satisfy the training requirement by viewing the videotape of the training, provided that any person who completes the video training in lieu of live training will report the reason on his/her training certification form (Attachment B of the CD) that will be submitted to USDOJ. This includes the situation wherein the in-person training required by the CD would cause any given County department to operate with less than 25% of its regular employees for the duration of the training, then up to 25% of that department's staff may be considered to have good cause to be trained by video instead of in-person, provided that no individual asserts this basis for good cause in any two consecutive years. As a result, the County was able to train all persons required under the CD. In total, 72 persons attended the inperson training or viewed the videotaped presentation. The Certificates from all 72 attendees are attached hereto within **Exhibit A**.

<sup>&</sup>lt;sup>1</sup> Email from Lori Wagner, USDOJ, to Stephanie Hansen, dated May 4, 2015.

<sup>&</sup>lt;sup>2</sup> Email from Lori Wagner, USDOJ, to Stephanie Hansen, dated July 1, 2015.

<sup>&</sup>lt;sup>3</sup> Emails from Chris Fregiato, USDOJ, to Stephanie Hansen, dated December 12, 2012, and January 30, 2013.

<sup>&</sup>lt;sup>4</sup> You will note on the training certificate supplied by County employee Guillermo Montalvo that he checked "Other" as the reason he did not attend the 2015 Training. Although Mr. Montalvo had been hired by the County and previously viewed the videotape of the second annual in-person training (see the County's Fifth Semi-Annual Compliance Report), he was out of work at the time of the 2015 Training awaiting the renewal of his Employment Authorization Card. As a result, he viewed the videotape of the 2015 Training once his card was renewed. We believe this meets the definition of good cause.

YOUNG CONAWAY STARGATT & TAYLOR, LLP Ms. Barbara Delaney Lori Wagner, Esq. September 21, 2015; Page 3

With this correspondence, the County believes that it has fulfilled the requirements of Sections VI(21) and (23) of the CD and Section III(1) of the VCA regarding the third annual in-person training and submission of training certificates.

#### B. LEP Plan:

As you requested at our meeting on July 16, 2015, and within the July HUD Letter to address <u>HUD Recommendation #6</u>, attached as <u>Exhibit B</u> is the County's draft LEP Plan. We believe this plan will be finalized shortly, but would appreciate HUD's comments as we reach the finish line. As mentioned in the July HUD Letter, HUD's comments, if any, will not become a part of the approval of the Priority Plan, but rather will be for the purpose of technical assistance to the County.

#### C. Homebuyer Fair Materials:

Within the County's <u>Affordable and Fair Housing Marketing Plan</u>, the County committed to providing an annual, free Sussex County Homebuyer Fair. As reported in the County's Fourth Semi-Annual Compliance Report, the first homebuyer fair was held on September 27, 2014. The County is pleased to report that the second annual homebuyer fair is currently scheduled for September 26, 2015.

The Marketing Plan requires the County to hold the homebuyer fair including the following stakeholders: (i) Sussex County Association of Realtors; (ii) First State Community Action Agency; (iii) NCALL Research, Inc.; (iv) Milford Housing Development Corporation; (v) Sussex County Habitat for Humanity; (vi) Diamond State CLT; and (vii) the U.S. Department of Agriculture Rural Development Agency. In addition, marketing materials are to be posted and/or distributed to at least ten (10) major Sussex County employers employing a substantial low-and-moderate income workforce, as well as the rural Impacted Communities identified through the County's Strong Communities Initiative. Attached as **Exhibit C** are: (1) the Homebuyer Fair Poster and postcards (English and Spanish versions); (2) the Homebuyer Fair Marketing Details listing the entities to whom the County sent an invitation and/or the Homebuyer Fair flyer; and (3) the Homebuyer Fair booklet identifying the required stakeholders listed as either partners, sponsors, or exhibitors;. As you can see from these documents, again, the County went above and beyond the requirements in the Marketing Plan to generate interest and perform public outreach. As a result, the County believes it is in compliance with this requirement of the Marketing Plan.

<sup>&</sup>lt;sup>5</sup> See Sussex County Affordable and Fair Housing Marketing Plan, Section IV.A.1(i).

YOUNG CONAWAY STARGATT & TAYLOR, LLP Ms. Barbara Delaney Lori Wagner, Esq. September 21, 2015; Page 4

Lastly, the County is continuing to revise its Priority Plan to address the issues you raised in the July HUD Letter and anticipates forwarding the plan to you shortly. Please feel free to contact me with any questions or comments regarding this Interim Compliance Report.

Sincerely yours,

Stephanie L. Hansen

c H

Ms. Alice Hung (via email at Alice.Hung@usdoj.gov)

Ms. Melody Taylor-Blancher (via email at Melody.C.TaylorBlancher@hud.gov)

Ms. Mary Jean Carabello (via email at MaryJean.Carabello@hud.gov)

Ms. Danielle.L.Sievers (via email at Danielle.L.Sievers@hud.gov)

Mr. Todd Lawson (via email at <u>tlawson@sussexcountyde.gov</u>)

Mr. Brad Whaley (via email at bwhaley@sussexcountyde.gov)

Ms. Brandy Nauman (via email at bnauman@sussexcountyde.gov)

YOUNG CONAWAY STARGATT & TAYLOR, LLP Ms. Barbara Delaney Lori Wagner, Esq. September 21, 2015; Page 5

### **Exhibit List**

Exhibit A – Certificates of Training

Exhibit B - Sussex County's Limited English Proficiency Plan

Exhibit C - Materials from Sussex County's Second Annual Homebuyer Fair

# Exhibit A

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No.12-1591-Mf I(D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

MATIN L. ROIJ

Print Name

7-27-17

Date

Pt L Commillion

Position with Sussex County

Home Street Address

Ciry, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 23 334 15 I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Print Name

23 July 15

Date

Position with Sussex County

City, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Seffrey Sauers

Print Name

125/15

Date

Assessor

Position with Sussex County

Ilome Street Address

City, State, Zip

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Ryan Stront

Print Name

JULY 23, 2015

Date

Constable
Position with Sussex County

Home Street Address

City, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 3017 231015. I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

MICHAEL WINGENT

Print Name

7/23/2015

Date

COUNTY COUNCIL

Position with Sussex County

Home Street Address

City State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Lussell K. Warrington
Signature
Russell WARRINGTON
Print Name
7/23/15
Date
PLANNING & ZOUING
Position with Sussex County
Home Street Address
City, State, Zip
Home Telephone Number

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Burk W Whyley

Print Name

Date

Description with Sussex County

Home Street Address

City, State, Zip

Home Telephone Number

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Ideolate under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

JEFFREY W WHALET

23 July 2015

ZONING INDECTOR
Position with Sussex County

Home Street Address

City, State, Zip

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

harles Wheathery

Print Name

7-23-15

Date

Building Inspector

Position with Sussex County

Home Street Address

City, State, Zip

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	Position with Sussex County  City, State, Zip

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Anderson E. Wright

71

Chief of Building Code

Position with Sussex County

Home Street Address

City, State, Lap

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Dole McDowell

Print Name

7-23-15

Date

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Position with Sussex County

Home Street Address

City, State, Zip

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Ldeclare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

March Milm Signature
Martha R. Miller
7123115
Date
Clerk III Position with Sussex County
Home-Street Address
City, State, Zip
Home Telephone Number

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE On 23 2015. I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

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7 23 15 Date

Fair Housing Compliance Office?
Position with Sussex County

Home Street Address

City, State, Zip

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Ban

Signature

Print Name

7-23-1

Planning of Zoning Inspector

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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On 7/23/1,5, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.
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the foregoing is true and correct.
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Signature
NORMAN C. INCRARG
Print Name
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Date
Boins OF AUS MENDER
Position with Sussex County
Hama Street Address
City State 7in
Home Telephone Number

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECKEE
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I declare under penalty of perjury under the laws of the United States of America that
the foregoing is true and correct.  Allele Millel
Signature Middel
Print Name
7/23/15
Date
Secretary I
Position with Susses County
Home Street Address
City, State, Zip

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Viviet G. Pabatsa

7 23

ASSISTANT SUSSEY COMITY AT

Home Street Address

City, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Signature

PLacie Rogers

Print Name

7-23-15

Date

Clerk

Position with Sussex County

Home Street Address

City, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

SELH
Signature
Stephanie L. Hanse
Brine Name
7 23 15 Date
Position with Sussex Quinty
Position with Sussex Ofunty
1.00
Home Street Address
City, State, Zip

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

To f frey Hudson

Print Name

1/23/5

Date

Bonday Adjustment

Home Street Address

City, State, Zip

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 11423. I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Michael S. Johnson

Print Name

7/23/2015

Date

Position with Sussex County

Tiome Street Address

City, State, Stp

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

William M. fr.

William Wike Junes

7-23-15

Date

Rehab . Special of Position with Sussex County

Home Street Address

City, State, Zip

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Signature

List Leveler

Print Name

1/23/s

Date

Director of Assessment

Position with Sussex County

Home Street Address

City, State, Zip

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE On 7/23/15\_\_\_\_\_\_, I attended training on the federal Fair Housing Act. I

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understand that the Court may impose sanctions on Sussex County or the Planning and
Zoning Commission of Sussex County if I violate any provision of this Decree.

Litectare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Dwayne Kilso

7/23/15

Position with Sussex County

Home Street Address

City, State, Zip

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On July 23, 2015, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No. 12 - 1591-MIT(D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Lawrence B. Lan

Print Name

Director of Planning Zoning

Home Street Address

City, State, Zip

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Print Name

Date

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 12316, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No. 12 - 1591- Mf I(D, Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Christia Dela
Signature
Christie Allen
Print Name
7/23/15
Date
ASTESTON HIL
Position with Sussex County
Home Street Address
City, State, Zip
Home Telephone Number

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

ROBER B. ALLETT

Print Name

Date

County Countcilment

Position with Sussex County

Home Street Address

City, State, Zip

## CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Wale A. Caelaway
Signature
DALE A: CALLAWAY (
July 23, 2015
Chairman BOA
Position with Sussex County
Home Street Address
City, State, Zap
e de la constante de la consta
Home Telephone Number

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 721/5. I attended training on the federal Fair Housing Act. I have had all offmy questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Carlo Ca

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature
Steply A Collins
Print Name
7/23/2016
Date
SESSOT II
Position with Sussex County

III

### CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On <u>JULY 33 2017</u>. I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No. 12 - 159: Mf (D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Dani Ole W. Connuell
Signature
Sanche M. Cornwell Print Name
7 23 15
Date
Planning & Zoning Manager Position with Sussex County
Home Street Address
City, State, Cip
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American participation of the control of the contro
Home Telephone Number

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 7-35-15, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

I also have been given and I have read a copy of the Consent Decree entered in <u>United States v. Sussex County, Delaware, et al.</u>, Case No. 12 - 1591- Mf T(D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Alesson lestine

7-23-15

Date

Home Street Address

City, State: 210

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On July 3 305, I attended training on the federal Fair Housing Act. I have had all of my/questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature
Signature

Signature

Dickerson

Print Name

7/23/6

Date

Director of Hility Permits

Practices with Sussex Country

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

VEIER R. Div. Ic. Sn

Print Name

7-23-15

Date

Cowsi 4-15 LE

Position with Sussex County

Home Street Address

City, State, Zip

Home Telephone Number

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE
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I declare under penalty of perjury under the laws of the United States of America that
the foregoing is true and correct.  Signature  HAL GODWIN  Print Name  7-23-15
Date  Deputy a County  Postsion with Bussex County
Home Street Address
Ciry State, Zip

# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On Joly 23rd, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

William Godwin Jr.

Print Name

Date ( 35|1 )

Position with Sussex County

HOME Sticer Videries

City, State, Zip

I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No.12-1591-Mf I(D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signature

Robin A. Griff H.

Print Name

72315

Date

Position with Sussex County

Home Street Address

City, State, Zip

CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE On 1-27-15 I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction. I also have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No.12-1591-MPT (D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree. I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Signature Stew Print Name Date 00:11 Position with Sussex County Home Sucer Address Gity, State, Zip Home Telephone Number "I was unable to attend the live-training session due to: I was a member of the 25% of my department's staff that was required to report to work on the day of training. Traveling either out of State, or out of the Country I was hired by the County, or transferred departments, after the date of the training."

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CERTIFICATION OF TR	AINING AND RECEIPT OF GORSENT DECKES	
On 7/29/20/2 La have had all of my questions concern	ttended training on the federal Fair Housing Act. I ting these topics answered to my satisfaction.	
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Zoning Commission of Sussex Coun	TATAL ANDIAGE and Investment despites	
I declare under penalty of perj	jury under the laws of the United States of America that	
the foregoing is frue and correct.		
	Signature	
The state of the s	Dayne M. Hinks	
A conflicta	Print Name 39 2015	
A. Company of the com	Date Folescement Officer.	77
	Position with Sussex County	-
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	Home Street Address	
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on the day of training.	to arout of the Country	ŧ
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al al	29/15 Lattended training on the federal Fair Housing Act. I y questions concerning these topics answered to my satisfaction.	
I also have <u>United States</u> v. <u>S</u> understand my le	been given and I have read a copy of the Consent Decree entered in Sussex County, Delaware, et al., Case No.12-1591-M97 (D. Del.). I gal responsibilities and will comply with those responsibilities. I further no Court may impose sanctions on Sussex County or the Planning and son of Sussex County if I violate any provision of this Decree.	
I declare u the foregoing is t	nder penalty of perjury under the laws of the United States of America that rue and correct.	
State .	Signature Signature	
Comment of the commen	C.S. HOLDER JR. Print Name	
The state of the s	Date Bascalan	
Service Servic	Position with Sussex County	
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September 1997 Sec. Property	City, State, Zip	
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Illness	either out of State, or out of the Country	±
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undersi	States v. Sussex County, Detaware, et al., Case res.  States v. Sussex County, Detaware, et al., Case res.  tandany legal responsibilities and will comply with those responsibilities. I further  assertions on Sussex County or the Planning and	
	itand my legal responsibilities and will comply with the very or the Planning and stand that the Court may impose sanctions on Sussex County or the Planning and geommission of this Decree.	
Zoning	g Commission of Sussex County at 1	
: :	I declare under penalty of perjury under the laws of the United States of America that	
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	MLINA	
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	Signature	
	Michael A. IZZO, P.	
	Brint Name	
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	COUNTY ENGINER  Position with Sussex County	
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	Home Street Address	į
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"I was un	was a member of the 25% of my department's staff that was required to report	rt to work
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A	Traveling either out of State, or out of the Country	
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	CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE	
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	land my legal responsibilities and will comply with a responsibilities and land that the Court may impose sanctions on Sussex County or the Planning and Commission of Sussex County of I violate any provision of this Decree.	
Zonin	I declare under penalty of perjury under the laws of the United States of America that	
this for	regoing is true and correct.	
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	Signature Signature	
	Dana N. Lathburg Print Name	
	- 1- 1	
	Date	
	Assessment Clerk I	
	Assessment Clerk I  Rosition with Sussex County  Home Street Address	
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"I was un	pable to attend the live-training session due to:	to work
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01:12731981-2	·	

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	7/20/16	
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I d	leelare under penalty of perjury under the laws of the United States of America that	
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	N MATATIX XV V NV KAZZA	
**************************************	Signature	
SOME CONTRACTOR TO SERVICE SER	Dunitle Luit	
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on the day	$I_{c}$	
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Illn	1964	
Iw	as hired by the County, or transferred departments, after the date of the training	ng."
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# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On July 29, 2015, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Steve Mitchell
Signature
Steve Mitchell
Print Name
7-29-15
Date
Tispector
Position with Sussex County
Home-Succi vanicas
City, State, Zip
William Company
Home Telephone Number

"I was i	mable to altend the live-training session due to.	coele
<u> </u>	I was a member of the 25% of my department's staff that was required to report to w	OLK
on the	lay of training.	
	Traveling either out of State, or out of the Country	
	Illness	,
water the same of	I was hired by the County, or transferred departments, after the date of the training."	
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## CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Kenneth A. Marley
Signature
Kenneth A. Mosley
Print Name
7-29-15
Date
Bulding Code
Position with Sussex County
<del>y</del>
Home Sireer Address
City, State, 34p
Home Telephone Number
ESCHENG WHENE AND WALLEST AND A STREET

"I was	unable to attend the live-training session due to: Vocation
	I was a member of the 25% of my department's staff that was required to report to work
on the	day of training.
	Traveling either out of State, or out of the Country
	Illness
	I was hired by the County, or transferred departments, after the date of the training."
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CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE	
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Talso have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No. 12-15 91-M9 I (D. Del.). I understand my Jegal responsibilities and will comply with those responsibilities. I further understand my Jegal responsibilities and will comply on Sussex County or the Planning and	
Zoning Commission of Sussex County in Published any provision of Sussex County in Published and Sust	
I declare under penalty of perjury under the laws of the United States of America that	
the foregoing is true and correct.	
Jenifer Worward Print Name	
7/29/15	
Date  Clerk H  Position with Sussex County	
Home Street Address	
Gity. State, Zip	
Home Telephone Number	
was unable to attend the live-training session due to:	to work
I was a member of the 25% of my department's staff that was required to report	MOIK
n the day of training.  Traveling either out of State, or out of the Country	
Illness	
I was hired by the County, or transferred departments, after the date of the training	ng."
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## CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On 1/27/15 Lattended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

Talso have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No.12-15 91-M91 (D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Leely Passwater	
Signature Passinaters	
Print Name	
7/27/15 Date	
Position with Sussex County	
Home Street Address	
City, State, Zip	
Home Telebrione Ammoer	

"I was unable to attend the live-training session due to:

\_\_\_\_\_\_ I was a member of the 25% of my department's staff that was required to report to work on the day of training.

\_\_\_\_\_\_ Traveling either out of State, or out of the Country

\_\_\_\_\_\_ Illness
\_\_\_\_\_ I was hired by the County, or transferred departments, after the date of the training."

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ATTACHMENT B	
CERTUICATION OF TRAINING AND RECEIPT OF CONSENT DECREE	
On The 27, 2015, Lattended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.	
Talso have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County Delaware, et al., Case No.12-1891-M91 (D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or flie Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.	
I dealing under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.	
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Sef Shockley	
7-27-15 Date	
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176me Street Address	i
Date  Garironnotal Manage  Fosition with Sussex County  Tiome Street Address  Lary, Sums, 244	i, W
Home Leicphone Runner	
"I was unable to attend the live-training session due to:	
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on the day of training.	•
Traveling either out of State, or out of the Country	•
Illness  I was hired by the County, or transferred departments, after the date of the tra	ining."
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# CERTIFICATION OF TRAINING AND RECEIPT OF CONSENT DECREE

On July 29, 8015, I attended training on the federal Fair Housing Act. I have had all of my questions concerning these topics answered to my satisfaction.

Talso have been given and I have read a copy of the Consent Decree entered in United States v. Sussex County, Delaware, et al., Case No.12-1591-M97 (D. Del.). I understand my legal responsibilities and will comply with those responsibilities. I further understand that the Court may impose sanctions on Sussex County or the Planning and Zoning Commission of Sussex County if I violate any provision of this Decree.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Tentary 2 Study
Signature
RODNEY W. SMITH
7-2-2-XIII.
July 29, 2015
Date O
PLANNING & ZONING COMMISSION
Position with Sussex County
Tome Street Address
Gity, State, Zip
e, joyaha
Home Telephone Number
ning session due to:
of my denartment's staff that was required to report to

"I was unable to attend the live-training session due to:

\_\_\_\_\_ I was a member of the 25% of my department's staff that was required to report to work on the day of training.

\_\_\_\_\_ Traveling either out of State, or out of the Country

\_\_\_\_\_ Illness
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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

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# Exhibit B

# LIMITED ENGLISH PROFICIENCY PLAN

Sussex County, Delaware

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### SUSSEX COUNTY GOVERNMENT

# LIMITED ENGLISH PROFICIENCY PLAN

# A. Introduction

This Limited English Proficiency Plan has been prepared to address Sussex County's responsibilities as a recipient of federal financial assistance to take reasonable steps to provide Limited English Proficiency (LEP) individuals with meaningful access to County programs and services.

It is the policy of Sussex County Government to provide timely meaningful access for LEP persons to all County programs and activities. All personnel shall provide free language assistance services to LEP individuals whom they encounter or whenever an LEP person requests language assistance services. All personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that the organization will provide these services to them.

# B. Purpose

The purpose of this Plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English Proficiency. Further, Title VI regulations prohibit discrimination on the basis of race, color, or national origin. Following these guidelines is essential to the success of our mission to promote public safety, well-being, prosperity and an enriched quality of life in a personal, professional and fiscally responsible manner for those who live, work and vacation in Sussex County.

This Plan will assist Sussex County Government ("County") staff in providing meaningful access to County programs and activities by persons with Limited English Proficiency. The County is committed to complying with federal requirements in providing free, meaningful access for LEP individuals. No LEP individual will be denied access to a County program because the individual does not speak English or communicates in English on a limited basis.

In order to prepare this plan, the County used the four-factor LEP analysis which considers the following factors:

- 1. The number or proportion of LEP persons in the eligible service population.
- 2. The frequency with which LEP individuals come into contact with the County.
- 3. The nature and importance of the program, activity, or service to the LEP person.
- 4. The resources available to the County and the cost of providing various types of language services.

A summary of the results of the four-factor analysis is in the following section.

C. Meaningful Access: Four-Factor Analysis

# 1. FACTOR 1: Number or proportion of LEP persons served or encountered in the eligible service area

Language Group	Total number of persons 5 years and over speaking the language at home	LEP Persons: Speaks English less than "very well"
Spanish or Spanish Creole	12,631	7,402
Other Indo-European Languages	3,879	1,715
French	381	64
French Creole	1,090	811
Italian	435	99
German	557	71
Russian	245	167
Asian & Pacific Island Languages	1,174	517
Chinese	208	127
Korean	311	123
Vietnamese	168	80
Tagalog	373	113
Other Languages	371	87

Source: 2007-2011 American Community Survey 5-Year Estimates, Survey Tables B16001 & S1601

The above data demonstrates that 76 percent of Sussex County's LEP population is Spanish speaking and that no other language meets the 5 percent or 1,000-person threshold for requiring written translation of vital documents.

# 2. FACTOR 2: The frequency with which the LEP persons come into contact with the program

Based on a review of the Community Development & Housing Department's year-end reports from the last 5 years, approximately 5 percent of beneficiaries annually are Spanish-speaking LEP persons. Informal interviews with department staff were conducted to confirm how many LEP persons visited, called the office, or were program beneficiaries, and what has been their primary language. These interviews revealed that while there were several Spanish-speaking LEP persons contacting the department and receiving program benefits, there were no LEP persons who spoke languages other than Spanish.

# 3. FACTOR 3: The nature and importance of the program, activity, or service provided by the program

Sussex County provides direct assistance to project area beneficiaries related to affordable housing, water/sewer hookups, demolition, rehabilitation, and acquisition; therefore, the nature of the activity or service is of significant importance to Sussex County residents.

# 4. FACTOR 4: The resources available and costs to Sussex County

Translation of vital documents (written and oral) will be contracted by a certified third party. Sussex County will utilize any documents provided by the Delaware State Housing Authority and the U.S. Department of Housing & Urban Development in languages other than English. Further, Sussex County will retain professional interpretation services, to provide oral interpretation in languages other than Spanish, as needed.

When feasible, Sussex County will arrange for bilingual staff to receive proper training and certification for government translation and interpretation services. Until such certification is obtained, and pending work-load, translation of vital documents (written and oral) will be provided primarily through a contracted local and certified third-party agency.

As of February 2015, Sussex County has a contract with CTS Language Link to provide Interactive Voice Response interpretation service. At its immediate disposal, CTS has access to interpreters for more than 240 languages. County staff have quick reference guides at every phone to allow for a quick call to an interpreter in the event an LEP individual walks-in or calls for service. CTS provides "Point to Your Language" posters to aid staff in determining the language for which to interpret. This service is available 24 hours a day, 7 days a week, 365 days a year, and available to staff in the field.

### D. Definitions

- 1. Effective Communication Effective communication occurs when County staff has taken reasonable steps to provide meaningful access to an LEP individual. Effective communication also means that the LEP individual is able to provide and receive required or necessary information.
- 2. Interpretation Interpretation means the oral or spoken transfer of one language into one or more other languages. Interpretation can take place in-person, through a telephonic interpreter, or via internet or video.
- 3. Language Assistance Language assistance includes interpretation and translation. The County has the sole discretion to determine whether to provide the language assistance in the form of interpretation or translation.
- 4. Limited English Proficient (LEP) A person who does not speak English as their primary language <a href="mailto:and">and</a> who has a limited ability to read, write, speak or understand English may be LEP and be entitled to language assistance with respect to a particular program, benefit or right. The focus is on the client's lack of English proficiency. An individual who proficiently speaks English is not a LEP individual.
- 5. Meaningful Access Meaningful access is free language assistance in compliance with federal requirements. The County's goal is to provide meaningful access to the County's programs and services by LEP persons in a manner that balances the following four factors:
  - a. The number or proportion of LEP persons eligible to be served or likely to be encountered by the County.
  - b. The frequency with which the County comes into contact with a particular language.
  - c. The nature and importance of the program, activity, or service to the person's life. A compulsory activity is evidence of importance. For example, voluntary attendance at a

- public meeting/hearing does not have the same importance as the application and contract process for rehabilitation assistance.
- d. The County's resources and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where the costs imposed substantially exceed the benefits. The County determines the budget for language assistance.
- 6. Translation Translation means the written transfer of a message from one language into one or more other languages.
- 7. Vital Written Documents Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; notice of disciplinary action; signs; and notices advising LEP individuals of free language assistance services.

# E. Language Assistance

The Fair Housing Compliance Officer will serve as the County's Language Assistance Coordinator.

# Contact:

Fair Housing Compliance Officer
Sussex County Community Development & Housing
22215 DuPont Boulevard, P.O. Box 589
Georgetown, DE 19947

Phone: (302) 855-7777 Fax: (302) 854-5397

# 1. Translation of Documents

Sussex County will translate critical documents into a language when 5 percent of Sussex County's population of persons eligible to be served or likely to be affected or encountered are LEP and all speak a common language other than English. Sussex County will translate critical documents for each eligible LEP language group meeting this threshold.

To date, the only LEP language group meeting the threshold for vital document translation is Spanish. Sussex County's Community Development & Housing office has already translated all vital documents and will continue to translate other important program documents. Attachment A-1 is a listing of all County documents currently translated.

Sussex County will contract with a local certified agency to provide translation (written and oral) of vital documents. To support this effort, the County will seek proper training and certification for government translation and interpretation services for existing bilingual County staff.

# 2. Use of Interpreters

A contracted interpreter is considered a formal interpreter. Formal interpreters are to be used whenever an LEP individual signs a legally-binding document which includes, but is not limited to, Neighborhood Stabilization Program settlements and the signing of Rehabilitation/Demolition Liens and Contracts. If

available, a certified Spanish-speaking bilingual County staff person may also provide formal interpretation services for Spanish-speaking individuals.

As of February 2015, Sussex County has a contract with CTS Language Link to provide Interactive Voice Response interpretation service. At its immediate disposal, CTS has access to interpreters for more than 240 languages. County staff have quick reference guides at every phone to allow for a quick call to an interpreter in the event an LEP individual walks-in or calls for service. CTS provides "Point to Your Language" posters to aid staff in determining the language for which to interpret. This service is available 24 hours a day, 7 days a week, 365 days a year, and available to staff in the field.

Informal interpreters may be family members, friends, legal guardians, service representatives or advocates of the LEP individual. Informal interpreters may be appropriate depending upon the circumstances and subject matter. However in many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency or conflict of interest.

An LEP person may use an informal interpreter of their own choosing and expense in place of or as a supplement to the free language assistance offered by Sussex County. If possible, Sussex County should accommodate a LEP individual's request to have an informal interpreter. In these cases the individual and interpreter should sign a waiver of free interpreter services.

An outside resource may be community volunteers, members of the faith-based community, or representatives from non-profit or state agencies. Outside resources may be used for interpretive services at public or informal meetings or events.

In an emergency situation, Sussex County may use any interpreter available. Sussex County should first respond to the emergency and follow-up with language assistance as appropriate.

# 3. Contracts

Interpreters and Translators working for Sussex County will sign a "Data Privacy Statement" form (Attachment A-2) as part of the contract documents.

- F. Sussex County Staff Training
- 1. Sussex County will make the Title VI Policy and LEP Plan available to staff.
- 2. Sussex County will inform existing and new employees of the County's duty to offer free language assistance in compliance with federal requirements.
- 3. Sussex County will post the LEP Plan on the County's Intranet, as well as the County's Affordable & Fair Housing website.
- 4. Sussex County will provide all departments and divisions copies of 'I Speak' cards, as well as contact information for sign language and language interpreter services available.
- G. Guidelines for Staff Using an Interpreter

- 1. State the purpose of your communication and describe the type of information you may convey.
- 2. Speak in short sentences, expressing one idea at a time and allow the information to be interpreted.
- 3. Speak to the LEP individual and not to the interpreter.
- 4. Avoid using slang and acronyms. If you must do so, please explain their meaning.
- 5. Provide brief explanations of technical terms or terms of art, such as household income, recertification, etc.
- 6. Occasionally ask if the interpreter understands the information or if you should slow down or speed up your speech. If the interpreter is confused, the individual may also be confused.
- 7. Occasionally ask if the LEP individual understands the information. You may have to repeat or clarify some information by saying it in a different way.
- 8. Be patient and thank the interpreter.
- H. Notice of Free Language Assistance for Sussex County Business

The County will post a sign in the lobby of the Administration Building and the West Complex Administrative Offices Building informing the public of the availability of the Interactive Voice Response (CTS Language Link) Service at any County department or division.

Community Development & Housing will publish all public meetings and pre-bid meetings for contractors in at least one Hispanic paper and/or website. When appropriate those, advertisements will also be provided in both English and Spanish.

The County's website will provide a notice in every public meeting event regarding the availability of sign language and language interpreters in both English and Spanish.

# 1. Reporting

Sussex County staff will document in the LEP individual's file or record when an interpreter is used for the application or contract signing of a Sussex County program, or when an interpreter is used for an LEP client's public hearing for a proposed subdivision, change of zoning, conditional use, or variance.

# J. Monitoring

Periodically, Sussex County will review the LEP Plan. The review will include a summary report of the number of Sussex County individuals accessing federally-assisted programs who are LEP. The summary will also include a listing of the languages used by LEP individuals. When reasonably available, the report will also include data regarding Sussex County individuals accessing County programs and resources not assisted by federal funding.

Sussex County will also determine whether 5 percent of Sussex County's assisted individuals speak a specific language requiring the translation of vital documents as provided in E-1 above.

The Language Assistance Coordinator will do a periodic assessment to ensure that all departments and divisions have access to the LEP Plan and tools, as well as sufficient 'I Speak' cards.

# K. Distribution and Public Posting

The County Administrator will notify all existing and new employees of the Policy and the location of the LEP Plan and other language-related resources on the County's internal Intranet. In addition, the LEP Plan, quick-reference phone stickers, and 'Point to your language' posters will be distributed to all Department and Division heads.

The LEP Plan will be available to the public on the County's Affordable & Fair Housing website. The public may also view a copy of the Plan in the Human Resources Department and the Community Development & Housing Department.

# L. Standard of Care

The LEP Plan does not create a standard of care, a covenant of habitability or any rights to third parties or Sussex County assisted individuals. The Policy does not enlarge Sussex County's duty under any law, regulation, or ordinance. In cases of conflict, the applicable law, regulation or ordinance shall prevail. The Policy is a general guideline as to a standard of care to which Sussex County aspires.

ATTACHMENT A-1
SUSSEX COUNTY SPANISH DOCUMENTS & PROGRAMS

Name of Document/Program	Department/Division	Date		
		Translated/Reviewed/Updated		
Condado de Sussex Reclamación Por Discriminación en el Acceso a la Vivienda (Sussex County Housing Discrimination Complaint Intake Form)	Community Development & Housing	February 5, 2014		
Política de Igualdad de Acceso a la Vivienda (Fair Housing Policy)	Community Development & Housing	February 5, 2014		
Contrato de Construcción (Construction Conract)	Community Development & Housing	February 5, 2014		
Acuerdo (Lien Agreement)	Community Development & Housing	February 5, 2014		
Aplicación de Reparaciones (Rehabilitation Application)	Community Development & Housing	July 8, 2014		
Estudio de las Comunidades Afectadas del Condado de Sussex (Sussex County Impacted Communities Study Explanation)	Community Development & Housing	July 8, 2014		
Estudio de las Comunidades Afectadas del Condado de Sussex (Sussex County Impacted Communities Study Survey)	Community Development & Housing	July 8, 2014		
Alojamientos Públicos de Reunión (Public Meeting Accommodations Notice)	Sussex County Government	July 28, 2014		
Solicitud de Subsidio Para Alcantarillado Sanitario del Condado de Sussex (Sussex County Sewer Assistance Program)	Billing	August 8, 2014		
Feria de la Vivienda (Sussex County Homebuyer Fair Flyer)	Community Development & Housing	September 4, 2014		
Formulario de la Feria de la Vivienda (Homebuyer Fair Online Registration Form)	Community Development & Housing	September 4, 2014		
Sabía Que El Condado de Sussex (Sussex County Information Rack Card)	Community Development & Housing	October 1, 2014		

Capítulo 96: Mejoras a la Comunidad de Sussex (Chapter 96:	Engineering	March 26, 2015
Sussex County Improvements)		
Programa de Mejoras a la	Engineering	March 26, 2015
Comunidad de Sussex en virtud del		
Capítulo 96 del Código de Sussex		
County (Chapter 96 of the Sussex		
County Code - Sussex Community		
Improvement Program)		
Capítulo 96 del Código de Sussex	Engineering	March 26, 2015
County Programa de Mejoras a la		
Comunidad de Sussex Sinopsis del		
programa (Chapter 96 of the		
Sussex County Code - Sussex		
Community Improvement Program		
- Program Synopsis)		
Formulario de queja por unidad en	Constable	September 10, 2015
alquiler (Rental Unit Complaint		
Form)		

INTERPRETER

# INTERPRETER DATA PRIVACY STATEMENT

# **DATA PRIVACY POLICY**

Interpreters working for Sussex County Government (the "County") will have access to various types of confidential information. This includes, but is not limited to, personal and financial information acquired from homeowners and homebuyers applying for County programs. One of the most important responsibilities of the County is to ensure that this information remains confidential.

To that end, no Interpreter may knowingly divulge or disclose confidential information obtained while performing interpreting duties unless the County has given its prior written consent or the Interpreter is complying with a valid legal request. Interpreters must treat confidential information in a professional manner so as to avoid disclosure to unauthorized persons.

The obligation of the Interpreter to protect confidential information is an ongoing obligation and shall survive the termination of the Interpreters' employment or relationship with the County.

I have read, and understand the above privacy statement and agree to ensure the confidentiality of any information obtained during the providing of interpreting services on behalf of the Sussex County Government.

Signed Name:
Printed Name:
Date:
SUSSEX COUNTY GOVERNMENT
Signed Name:
Printed Name & Title:
Date:

# ATTACHMENT A-3

TRANSLATOR

# TRANSLATOR DATA PRIVACY POLICY

# DATA PRIVACY POLICY

Translators working for Sussex County Government (the "County") will have access to various types of confidential information. This includes, but is not limited to, personal and financial information acquired from homeowners and homebuyers applying for County programs. One of the most important responsibilities of the County is to ensure that this information remains confidential.

To that end, no Translator may knowingly divulge or disclose confidential information obtained while performing translation duties unless the County has given its prior written consent or the Translator is complying with a valid legal request. Translators must treat confidential information in a professional manner so as to avoid disclosure to unauthorized persons.

The obligation of the Translator to protect confidential information is an ongoing obligation and shall survive the termination of the Translator's employment or relationship with the County.

I have read, and understand the above privacy statement and agree to ensure the confidentiality of any information obtained during the providing of translating services on behalf of the Sussex County Government.

Signed Name:
Printed Name:
Date:
SUSSEX COUNTY GOVERNMENT
Signed Name:
Printed Name & Title:

# Exhibit C



Sussex County Community Development & Housing 22215 DuPont Boulevard, P.O. Box 589 Georgetown, DE 19947 PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
GEORGETOWN, DE
PERMIT NO. 26



# **Homebuyer Fair**

Get the keys to home ownership!

# Saturday, September 26

9am - 1pm • Delaware Tech, Owens Campus Carter Partnership Center • Georgetown, DE

Learn the "keys to home ownership," regardless of your current and/or past situation. These include:

- Financial planning tools
- Programs and products that are available to YOU
- How to locate and work with a qualified REALTOR®
- · Visit with Inspectors, Settlement Attorneys, **Homeowners Insurance Agents and More!**











This is a joint event sponsored by Sussex County Government, Delaware State Housing Authority, Sussex County Association of REALTORS®, First State Community Action Agency and NCALL Research, Inc.





# Feria de la vivienda

¡Conozca las claves para acceder a una vivienda!

# Sábado, 26 de septiembre

De 9 a. m. a 1 p. m. • Delaware Tech, Owens Campus Carter Partnership Center • Georgetown, DE

Conozca las claves para acceder a una vivienda, independientemente de su situación pasada o presente. Esto incluye lo siguiente:

- · Herramientas de planificación financiera
- · Programas y productos a su disposición
- · Cómo encontrar y trabajar con un agente inmobiliario cualificado
- ¡Reúnase con inspectores, abogados especializados, agentes de seguros de vivienda y más!

Abierto al público!











Este es un evento patrocinado de manera conjunta por el Gobierno de Sussex County, la Autoridad de la Vivienda del Estado de Delaware (DSHA), la Sussex County Association of REALTORS®, First State Community Action Agency y NCALL



Sussex County Homebuyer Fair 26-Sep-15 Marketing Details

County						
1	County Administration	2 The Circle	Georgetown	DE	19947	Flyers 8/20/15
	Building					
2	West Complex	22215 DuPont Blvd.	Georgetown	DE	19947	Flyers 8/20/15
	Administrative Building					
3	County's Website	Homepage Banner and CD&H				Posted 9/1/15
		News & Events Section				
4	Social Media	Facebook, Twitter, Google +				9/9/2015, 9/15/2015
5	County Staff	Email Alert				Sent 9/10/15
6	Press Release					Released 9/9/15
7	Delmarva Broadcasting					224 commercials spanning 2
		Delaware 105.9, Eagle 97.7, Cat				weeks from 9/14/15 to
		Country 97.5, La Exitosa 104.1				9/23/15
8	Pandora					72,000+ commercials from
						9/1-9/26/15 for all Sussex
						County listeners between the
						ages of 21-39.
9	Hoy en Delaware					Spanish Ad in August Print
						Edition & Event Listing
						(English & Spanish Links) on
						the online calendar
10	The Scene					Advertised in the County's
						employee newsletter on
						9/10/15
11	Mass Email Distribution					5ent 8/5/15

<u>Libraries</u>
\*The following libraries received an interoffice memo from Brandy Nauman on 8/19/15 with twenty (20) English/Spanish fair postcard flyers to post in visible locations of each library.

1 2	Bridgeville Delmar	600 S. Cannon St. 101 N. Bi-State Blvd.	Bridgeville Delmar	DE DE	19933 19940
3	Frankford	8 Main St.	Frankford	DE	19945
4	Georgetown	123 W. Pine St.	Georgetown	DE	19947
5	Greenwood	100 Mill St.	Greenwood	DE	19950
6	Laurel	101 E. 4th St.	Laurel	DE	19956
7	Lewes	111 Adams St.	Lewes	DE	19958
8	Milford	11 S. E. Front St.	Milford	DE	19963
9	Millsboro	217 W. State St.	Millsboro	DE	19966
10	Milton	121 Union St.	Milton	DE	19968
			Rehoboth		
11	Rehoboth Beach	226 Rehoboth Ave.	Beach	DE	19971
12	Seaford	600 N. Market St. Ext.	Seaford	DE	19973
13	Selbyville	11 Main & McCabe St.	Selbyville	DE	19975

<u>Towns</u>
\*The following mayors and town/city managers received an email from Brandy Nauman on 8/19/15 with a letter and both English and Spanish flyers attached.

itter and	Town of Bethany Beach	Jack Gordon, Mayor	n/a
2	Town of Bethany Beach	Cliff Gravlet, Town Manager	admin@townofbethanybeach.com
3	Bethel	Jeff Hastings, President	jeffsgreenhouses@comcast.net
4	Town of Blades	Michael Smith, Mayor	mayor@bladesde.com
7	TOWN OF Blades	Vikki Prettyman, Town	110.701.02.019.00.001
5	Town of Blades	Manager	vikkiprettyman@biadesde.com
6	Town of Bridgeville	Patricia Correll, President	pmcbridgeville@gmail.com
	Tomico, Dijage viiie	. 2011012 0011011, 7 103100110	
7	Town of Bridgeville	Jesse Savage, Town Manager	isbridgeville@gmail.com
8	Town of Dagsboro	Brad Connor, Mayor	n/a
9	Town of Dagsboro	Stacey Long, Town Manager	townadministrator@townofdagsboro.com
10	Town of Delmar	Michael Houlihan, Mayor	mike.countryestates@baylandhomes.com
11	Town of Delmar	Sarah Bynum-King	townmgr.delmar@verizon.net
12	Town of Dewey Beach	Diane Hanson, Mayor	dianehanson@townofdeweybeach.com
		Marc Applebaum, Town	
13	Town of Dewey Beach	Manager	townmanager@townofdeweybeach.com
14	Town of Ellendale	Kim Hughes, Mayor	kimhughes.ellendale@comcast.net
15	Fenwick Island	Audrey Serio, President	audrey@theserios.com
16	Fenwick Island	Merritt Burke, Town Manager	townnigr@fenwickisland.org
17	Frankford	Jesse Truitt, President	n/a
	- 14 1	Terry Truitt, Town	
18	Frankford	Administrator	frankfordtownhall@mchsi.com
19	Town of Georgetown	Bill West, Mayor	bwest@georgetowndel.com
		Eugene Dvornick, Town	
20	Town of Georgetown	Manager	gdvornick@georgetowndel.com
21	Town of Greenwood	Donald Donovan, Mayor	ddonovan@townofgreenwood.us
22	Town of Greenwood	John McDonnell, Town	imcdonnell@townofgreenwood.us
22	TOWIT OF Greenwood	Manager	menoline negrovatensi de nagovida
23	Henlopen Acres	Thomas Roth, Town Manager	townhall@henlopenacres.com
24	Town of Laurel	John Shwed, Mayor	jjshwed@verizon.net
25	Town of Laurel	Jamie Smith, Town Manager	laureltm@comcast.net
26	City of Lewes	Ted Becker, Mayor	tbecker@cl.lewes.de.us
27	City of Lewes	Paul Eckrich, City Manager	peckrich@ci.lewes.de.us
28	City of Milford	Bryan Shupe, Mayor	mayor@milford-de.gov
29	City of Milford	Richard Carmean, City Manager	citymanagar@milford.da.gov
30	Town of Millsboro	Robert Bryan, Mayor	n/a
31	Town of Millsboro	Faye Lingo, Town Manager	town@millsboro.org
32	Town of Millville	Gerald Hocker, Mayor	millville@mchsi.com
32	TOWN OF WINIVINE	Deborah Botchie, Town	mayne to mensi com
33	Town of Millville	Manager	mvtowningr@mchsi.com
34	Town of Milton	Marion Jones, Mayor	mayorjones@ci.milton.de.us
35	Town of Milton	Kristy Rogers, Town Clerk	krogers@ci.milton.de.us
36	Ocean View	Walter Curran, Mayor	townofov@oceanviewde.gov
37	Ocean View	Diane Vogel, Town Manager	townmgrtov@oceanviewde.gov

38	City of Rehoboth Beach	Samuel Cooper, Mayor	scooper@cityofrehoboth.com
39	City of Rehoboth Beach	Sharon Lynn, City Manager	information@cityofrehoboth.com
40	City of Seaford	David Genshaw, Mayor	dgenshaw@comcast.net
41	City of Seaford	Delores Slatcher, City Manager	dslatcher@seafordde.com
42	Town of Selbyville	Clifton Murray, Mayor	n/a
		Robert Dickerson, Town	
43	Town of Selbyville	Manager	tmselbyville@mchsi.com
44	Slaughter Beach	Bill Krause, Mayor	townofslaughterbeach@comcast.net
45	Town of South Bethany	Pat Voveris, Mayor	mayorsouthbethany@hotmail.com
46	Town of South Bethany	Melvin Cusick, Town Manager	townmanager@southbethany.org

### <u>Employers</u>

\*The following companies were sent a mailed letter invitation from Brandy Nauman on 8/20/15 with English and/or Spanish postcard flyers to post in visible locations to employees. Additional flyers were sent to companies with satellite locations.

	Company Name	Address	City	State	Zip	Type of Industry	Method
1	Mountaire Farms, Inc.	29005 John J. Williams Hwy.	Millsboro	DE	19966	Manufacturing	Mail
2	Allen Harim Foods, LLC	126 N. Shipley St.	Seaford	DE	19973	Manufacturing	Mail
3	BJ's Wholesale Club, Inc.	26676 Centerview Dr.	Millsboro	DE	19966	Retail	Mail
4	Eastern Shore Poultry Company, Inc.	21724 Broad Creek Ave.	Georgetown	DE	19947	Manufacturing	Mail
5	Perdue Farms, Inc.	200 Savannah Dr.	Georgetown	DE	19947	Manufacturing	Mail
6	Kent-Sussex Industries	301 N. Rehoboth Blvd.	Milford	DE	19963	Health Care & Social Services	Mail
7	WAL-MART Stores, Inc.	4 College Park I.n.	Georgetown	DE	19947	Retail	Mail
8	WAL-MART Stores, Inc.	939 DuPont Blvd.	Milford	DE	19963	Retail	Mail
9	WAL-MART Stores, Inc.	22899 Sussex Hwy.	Seaford	DE	19973	Retail	Mail
10	WAL-MART Stores, Inc.	18922 Rehoboth Mall Blvd.	Rehoboth Beach	DE	19971	Retail	Mail
11	Intervet, Inc.	29160 Intervet Ln.	Millsboro	DE	19966	Manufacturing	Mail
12	Lowe's Home Centers, Inc.	26688 Centerview Dr.	Millsboro	DE	19966	Retail	Mail
13	Lowe's Home Centers, Inc.	20364 Plantations Rd.	Lewes	DE	19958	Retail	Mail
14	Lowe's Home Centers, Inc.	22880 Sussex Hwy.	Seaford	DE	19973	Retail	Mail
15	PATS Aircraft Systems Integration	21583 Baltimore Ave.	Georgetown	DE	19947	Manufacturing	Mail
16	Seawatch International,	242 S. Rehoboth Blvd.	Milford	DE	19963	Manufacturing	Mail
17	Genesis Eldercare National Centers, Inc.	1100 Norman Eskridge Hwy.	Seaford	DE	19973	Health Care & Social Services	Mail
18	Beebe Medical Center	424 Savannah Rd.	Lewes	DE	19958	Health Care & Social Services	Mail
19	Bayhealth Medical Center,	21 W. Clarke Ave.	Milford	DE	19963	Health Care & Social Services	Mail
20	Harbor Healthcare & Rehabilitation Center	301 Ocean View Blvd.	Lewes	DE	19958	Health Care & Social Services	Mail
21	Nanticoke Health Services	801 Middleford Rd.	Seaford	DE	19973	Health Care & Social Services	Mail

Organizations & Non-Profits

\*The following organizations were sent a mailed letter invitation from Brandy Nauman with English and/or Spanish postcard flyers to post in visible locations to employees or hand-delivered.

dditional flyers were sent to organizations with satellite locations.									
	Company Name	Address	City	State	Zip	Туре	Contact Name	Email	Method
1	First State Community	308 N. Railroad Ave.	Georgetown	DE	19947	Housing Counseling &	Kaneisha Trott	ktrott@fscaa.org	Email & Hand-Delivered 8/21
	Action Agency					Community Service			
2	NCALL Research, Inc.	110 S. Bedford St.	Georgetown	DE	19947	Housing Counseling &	Lucia Campos	lcampos@ncall.org	Email & Hand-Delivered 8/20
						Community Development			
3	La Esperanza	216 N. Race St.	Georgetown	DE	19947	Community Service &	Crystal Timmons-Underwoo	cunderwood@laesperanza.org	Email & Mailed 8/20
			_			Education			- 40 1.10/00
4		P.O. Box 1633	Dover	DE	19903	Housing Advocacy	Trish Kelleher	dhc@housingforall.org	Email & Mailed 8/20
_	Coalition				10001		Christina Hardin	christina@destatehousing.com	Email & Mailed 8/20
5		18 The Green	Dover	DE	19901	Housing Authority	Christina Hardin	Christina@destateriousing com	Emait & Maneo 8/20
	Authority Sussex County Habitat for	B O Boy 750	Georgetown	DE	19947	Affordable Housing Developer	Keyin Gilmore	kevin@sussexcountyhabitat.org	Email & Hand-Delivered 8/20
6	Humanity	P.O. BOX 739	Georgetown	DE	19947	Anordable Housing Developer	Keviii Giiiliole	KEYIII PSGSSEXCOUNTY HADICALOTE	Linear & Harid-Delivered 0/20
7	,	977 E. Masten Cir.	Milford	DE	19963	Affordable Housing Developer	Ashley Hoban	ahoban@milfordhousing.com	Email & Mailed 8/20
,	Development Corporation	J. F. Masteri Gir.			20000	The state of the s	, , , ,		
	Development corporation								
8	Diamond State Community	P.O. Box 1484	Dover	DE	19903	Affordable Housing Developer	Jo Ann Zorb	joannzorb@diamondstateclt.org	Email & Mailed 8/20
	Land Trust								
9	West Rehoboth	P.O. Box 633	Rehoboth	DE	19971	Affordable Housing Developer	Beth Doty	bethdoty42@gmail.com	Email & Mailed 8/20
	Community Land Trust		Beach						
10	Delaware Office of Human	546 S. Bedford St.	Georgetown	DE	19947	Education & Enforcment	Romona Fullman &	romona.fullman@state.de.us	Email & Mailed 8/20
	Relations						Claudia Sosa-Ducote		
11	Discover Bank	P.O. Box 2003	Greenwood	DE	19950	CRA	Amy Walls	amywalls@discoverbank.com	Email & Mailed 8/20
	Sussex County Association								5 1
12	of REALTORS	23407 Park Avenue	Georgetown	DE	19947	Realtors	Angela Emerson	angela@scaor.com	Email & Hand-Delivered 8/20
4.0	Delaware Financial Literacy	2201 6 6	d	DE	10702	Education & Financial Literacy	Banni Cahan	read i @dfi org	Email & Mailed 8/20
13	Institute	3301 Green Street	Claymont	DE	19703	Education & Financial Literacy	Konni Conen	ronni@dfli.org	

### Impacted Communities

\*Residents of properties in the impacted communities listed below were direct mailed a postcard flyer on September 3, 2015.

- 1 Lucas Development
- Pinetown
  New Hope/S. Old State Road
  West Rehoboth
- Polly Branch 5
- Dog Patch
- Mount Joy Concord
- 9 Possum Point/Riverview 10 Coverdale Crossroads 11 Diamond Acres

- 12 Cool Spring 13 Cedar Creek 14 Greentop

# 2015 Sussex County Homebuyer Fair

# Get the keys to homeownership!

Saturday, September 26, 2015 9 a.m. to 1 p.m.

Delaware Technical & Community College, Jack F. Owens Campus, Carter Partnership Center https://www.sussexcountyde.gov/2015-homebuyer-fair















# Welcome from County Administrator Todd Lawson



Dear Attendees.

On behalf of the Sussex County Council, it is my pleasure to welcome you to our second annual Sussex County Homebuyer Fair.

It's hard to believe that just one year ago, the Sussex County Government launched this initiative with several partners to bring together housing resources and would-be buyers. That inaugural event was a tremendous success, putting 75 families on the path to home ownership. Given those results, the fantastic turnout and

positive feedback, it was clear then that the Homebuyer Fair could easily become an annual event. So here we are to help a new round of home-buyers on their path to home ownership!

Buying a home can be intimidating for first-time homebuyers, many of whom have plenty of questions, especially about what kinds of programs are available to make the process less daunting. That's where the Sussex County Homebuyer Fair can be a valuable tool, to help any homebuyer, but new owners especially, wade through the process in their quest to realize the American Dream.

Quality, affordable housing is the key to strengthening an economy and making for a more successful community. That can be a challenge for any locale, and Sussex County is no different. The Delaware Housing Needs Assessment released in 2014 identified major and distinctive housing needs in Sussex County. We can work through those challenges, though. It is my hope that this year's fair results in the further creation of a solid network of government, non-profits, and private sector organizations dedicated to creating homeownership opportunities for Sussex County residents. Not one of us alone can provide housing to our residents. Instead, it takes cooperation and coordination across all sectors.

I truly appreciate your willingness to take the first step to housing. We look forward to providing a venue for years to come where potential homebuyers can come to learn about all of the various resources and opportunities available to them from organizations and businesses across the state.





# Welcome from Community Development & Housing Director Brad Whaley

Dear Partners and Attendees,

Welcome to the 2015 Sussex County Homebuyer Fair!

We are excited to bring together organizations from the public, private, and non-profit sectors in Sussex County to provide potential homebuyers will all the resources necessary to attain homeownership. We look forward to doing this every year!

I hope that you find this event to be educational, and that you connect with the resources you need to make homeownership a reality.

Last year's inaugural event was a great success, and I would like to thank all of our hardworking partners. We could not do this without you!

I want to extend my sincere thanks to Anas Ben Addi, Director of the Delaware State Housing Authority, Ruth Briggs King, Executive Vice President of the Sussex County Association of REALTORS®, Bernice Edwards, Executive Director of First State Community Action, and Joe Myer, Executive Director of NCALL Research for helping us make this event possible in Sussex County. I would also like to thank the many staff members from these organizations. Their efforts were well above and beyond anything we could have hoped for. Thank you so much.







- Low, FIXED

  Mortgage Rates
- DOWNPAYMENT & CLOSING COST ASSISTANCE
- FIRST-TIME BUYER
  TAX CREDIT
  - PROGRAMS FOR NEW AND
     REPEAT BUYERS!





(888) 363-8808

Sussex County Government would like to thank the following organizations that have generously supported the Homebuyer Fair and helped make the event possible. Your support is greatly appreciated.

### **PARTNERS**

Delaware State Housing Authority
First State Community Action Agency
NCALL Research, Inc. & \$tand By Me
Sussex County Association of REALTORS\*

## **GOLD SPONSORS**

Beaver Properties, LLC Meridian Bank - Hockessin Wells Fargo Home Mortgage, Rehoboth Beach

## SILVER SPONSORS

Evergreene Homes

Jeanine O'Donnell, State Farm Agent
Reliable Home Inspection Service

### PRINTING SPONSOR

Discover Bank

### **TECHNOLOGY SPONSOR**

Automated Copy Systems, Inc.

## **EXHIBITORS**

Community Legal Aid Society, Inc.

Destiny Mortgage Group, Inc./Seaford Management, LLC
Diamond State Community Land Trust
Milford Housing Development Corporation
Shone Lumber
Sussex County 911
Sussex County Emergency Medical Services
Sussex County Habitat for Humanity
TD Bank, N.A.
The Emory Agency, State Farm
USDA Rural Development
WSFS Bank

## RAFFLE CONTRIBUTORS

Bayside Resort Golf Club
Best Ace Hardware, Milton
Big Fish Grill
Catcher's Restaurant & Catering
Classic Baskets
DecalGirl
Flex World Fitness
Grotto Pizza, Milford
Irish Eyes Pub & Restaurant
Pizza King, Georgetown
Pizza Palace, Georgetown
Rise Fitness + Adventure
Sussex County Economic Development
The Sugar Shack
World Gym, Millsboro





# Family. Friends. Community.

Jamins O'Dornell, Againt 18583 Cazatel Hwy Lewes, DE 18958 Gue: 302.644-3276 Jamins Johnsell pool Sateleterm.com

We're all in this together.

State Farm\* has a long tradition of being there. That's one reason why I'm proud to support The Sussex County Homebuyer Fair.

Get to a better State\*.



1211009

State Farm, Bloconneton, II



# The Right Move

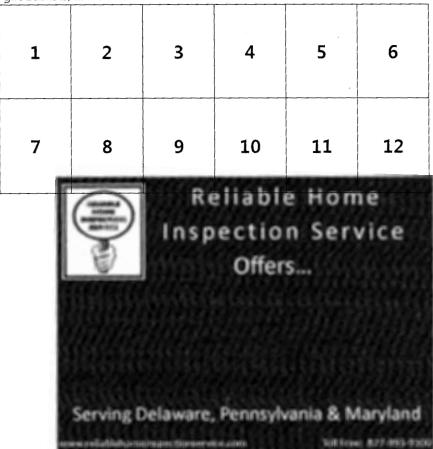


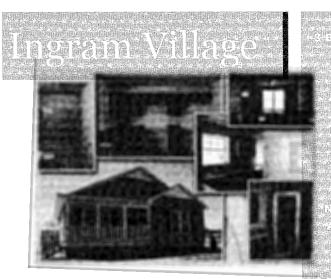


Meridian Bank offers a voite sunsty of trompage tour products which enables our sequenced monthly and the control of the contr

# Raffle

Receive a stamp from each exhibitor to be entered into a raffle for gift cards, gift baskets, and more!





# THE BAYVIEW

LAND/HOME TURN KEY PACKAGE 1,344 SQUARE FEET OF LIVING SPACE ON A 60 X 125 FT. LOT

\$162,900

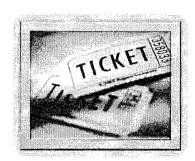
Call: 302-337-3312
For Information or to Schedule a Tour

For Information or to Schedule a Tour
This new construction, energy efficient, Beracah built home has 2x6
exterior wall construction with R-24 Insulation. It includes a
Carrier heat pump for heating and cooling your new home, as well
as a Refrigerator, Stove, Dishwasher, and Range hood. Plenty of
storage with attic space and a 10x12 Storage shed with concrete
floor and electric. With a paved driveway, concrete sidewalks, and
landscaping, this home is move in ready!

\*Offer good only on direct sales through our office. No realtor fees paid.

# Raffle

13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30





# Move from renter to owner buy your first home

Now may be the right time for you to buy your first home. Let us show you how it may be possible with:

- · Low down payment options for qualified borrowers
- · Financing options to help meet your needs and budget
- · The power of a PriorityBuyer® preapproval
- · Introductions to real estate professionals in your area through Buyer Connections<sup>SM</sup>

Let's work together. With your personal action-oriented First Home® Purchase Plan you may become a homeowner sooner than you imagined.



Get started on your road to homeownership. Call today.

### Rebecca Frankel Willey

Home Mortgage Consultant Phone: 302-226-4069 Toll Free: 888-217-5700 x:4069 Fax: 866-360-7093 18977 MUNCHY BRANCH RD

REHOBOTH BEACH, DE 19971 www.wfhm.com/loans/rebecca-willey Rebecca.F.Willey@wellsfargo.com

NMLSR ID 457816



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Together we'll go far

# Let us help you realize your home ownership dreams!



First State Community Action Agency's Comprehensive Housing Department is dedicated to providing objective information, education, advice and guidance to all housing consumers for obtaining, maintaining and retaining appropriate housing.

### We provide:

- First-Time Home Buyer Seminars
- Pre- / Post-Purchase Housing Counseling
- Budget / Credit Counseling
- Mortgage Default Counseling
- Foreclosure Prevention Counseling & Seminars
- Pre-Rental& Post-Rental/Tenancy Counseling



### **Other Housing Related Services:**

- · Heating Replacement / Repair
- Lead Abatement & Removal
- Summer Cooling Assistance
- Financial Litaracy Workshops
- · Earned Income Tax Credit Program

Our trained, certified housing counselors and staff will address your housing needs and put you on the path to owning and keeping your own home! We're located statewide so <u>call us</u>!!

For more info call Toll Free 800-372-2240 or visit www.FirstStateCAA.org



# Celebrate 50 years with First State!

Monday, November 16, 2015
Reception 5:30 pm \* Program/Dinner 6:00 pm
Dover Downs Conference Center
1131 N. Dupont Hwy, Dover, DE





For tickets or more information contact Kaneisha Trott at 302-856-7761 ext. 138; Ktrott@FirstStateCAA.org



# No one plans to call 9-1-1, but now you can plan ahead.

Sign up for Smart911 to give 9-1-1 valuable information about yourself, family members, your home, pets and even vehicles that will be immediately available to 9-1-1 when you make an emergency call. These details can save valuable seconds or even minutes during an emergency.

### Seconds count when....

- > A child goes missing.
- > There's a fire.
- > You experience a medical emergency.
- > There's an accident at home, or on the job.
- > You are in a vehicle accident,

## Seconds Save Lives, Sign Up Today.

Sign Up For Free

i Smart911.com



End ....

# THANK YOU!



For information on next year's fair, as well as affordable and fair housing resources please visit the Sussex County

Community Development & Housing website:

www.sussexcountyde.gov/community-development-housing



Contact Information:

Brandy Nauman, Sussex County Housing Coordinator & Fair Housing Compliance Officer 22215 DuPont Boulevard, P.O. Box 589

Georgetown, DE 19947 (302) 855-7779

bnauman@sussexcountyde.gov