

Consumers with No Purchase of Services by Language

| <i>For All Ages</i> Language | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services |
|---------------------------------|--------------------------------|---|---|---|
| ASL (AMER SIGN LANG) | 8 | 8 | 0 | 0.0% |
| OTHER SIGN LANGUAGE | 1 | 1 | 0 | 0.0% |
| ENGLISH | 10,956 | 9,667 | 1,289 | 11.8% |
| ARMENIAN | 1 | 1 | 0 | 0.0% |
| SOMALI | 0 | 0 | 0 | - |
| SWAHILI | 0 | 0 | 0 | - |
| NIGERIAN | 0 | 0 | 0 | - |
| AMHARIC | 0 | 0 | 0 | - |
| FRENCH | 3 | 3 | 0 | 0.0% |
| ITALIAN | 0 | 0 | 0 | - |
| PORTUGUESE | 1 | 1 | 0 | 0.0% |
| SPANISH | 3,284 | 2,888 | 396 | 12.1% |
| OTHER LATIN | 15 | 13 | 2 | 13.3% |
| CANTONESE CHINESE | 8 | 5 | 3 | 37.5% |
| MANDARIN CHINESE | 3 | 3 | 0 | 0.0% |
| JAPANESE | 2 | 2 | 0 | 0.0% |
| VIETNAMESE | 16 | 12 | 4 | 25.0% |
| KOREAN | 5 | 4 | 1 | 20.0% |
| LAOTIAN | 3 | 2 | 1 | 33.3% |
| CAMBODIAN | 0 | 0 | 0 | - |
| OTHER ASIAN | 3 | 2 | 1 | 33.3% |
| DUTCH | 0 | 0 | 0 | - |
| GERMAN | 0 | 0 | 0 | - |
| HMONG | 3 | 3 | 0 | 0.0% |
| THAI | 3 | 2 | 1 | 33.3% |
| MIEN | 0 | 0 | 0 | - |
| OTHER GERMANIC | 0 | 0 | 0 | - |
| HUNGARIAN | 1 | 1 | 0 | 0.0% |
| RUSSIAN | 3 | 2 | 1 | 33.3% |
| OTHER URALIC-SLAVIC LANGUAGES | 4 | 3 | 1 | 25.0% |
| SAMOAN | 0 | 0 | 0 | - |
| TAGALOG | 16 | 16 | 0 | 0.0% |
| GUAMANIAN | 0 | 0 | 0 | - |
| OTHER PACIFIC ISLAND | 2 | 2 | 0 | 0.0% |
| ARABIC | 7 | 5 | 2 | 28.6% |
| HEBREW | 1 | 1 | 0 | 0.0% |
| FARSI (PERSIAN) | 4 | 4 | 0 | 0.0% |
| HINDI(NORTHERN INDIA) | 5 | 3 | 2 | 40.0% |
| URDU(PAKISTAN INDIA) | 2 | 2 | 0 | 0.0% |
| OTHER INDO-IRANIAN LANG | 1 | 1 | 0 | 0.0% |
| DANISH | 0 | 0 | 0 | - |
| NORWEGIAN | 0 | 0 | 0 | - |
| SWEDISH | 0 | 0 | 0 | - |
| OTH. SCANDINAVIAN | 0 | 0 | 0 | - |
| ALL OTHER LANGUAGES | 16 | 13 | 3 | 18.8% |
| Totals: | 14,377 | 12,670 | 1,707 | 11.9% |

Consumers with No Purchase of Services by Language

For Birth to age 2 years, inclusive

| Language | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services |
|-------------------------------|--------------------------|--|--------------------------------------|------------------------------------|
| ASL (AMER SIGN LANG) | 1 | 1 | 0 | 0.0% |
| OTHER SIGN LANGUAGE | 0 | 0 | 0 | |
| ENGLISH | 2,516 | 2,469 | 47 | 1.9% |
| ARMENIAN | 0 | 0 | 0 | |
| SOMALI | 0 | 0 | 0 | |
| SWAHILI | 0 | 0 | 0 | |
| NIGERIAN | 0 | 0 | 0 | |
| AMHARIC | 0 | 0 | 0 | |
| FRENCH | 0 | 0 | 0 | |
| ITALIAN | 0 | 0 | 0 | |
| PORTUGUESE | 0 | 0 | 0 | |
| SPANISH | 1,254 | 1,236 | 18 | 1.4% |
| OTHER LATIN | 8 | 7 | 1 | 12.5% |
| CANTONESE CHINESE | 1 | 1 | 0 | 0.0% |
| MANDARIN CHINESE | 0 | 0 | 0 | |
| JAPANESE | 1 | 1 | 0 | 0.0% |
| VIETNAMESE | 1 | 1 | 0 | 0.0% |
| KOREAN | 0 | 0 | 0 | |
| LAOTIAN | 0 | 0 | 0 | |
| CAMBODIAN | 0 | 0 | 0 | |
| OTHER ASIAN | 1 | 1 | 0 | 0.0% |
| DUTCH | 0 | 0 | 0 | |
| GERMAN | 0 | 0 | 0 | |
| HMONG | 0 | 0 | 0 | |
| THAI | 0 | 0 | 0 | |
| MIEN | 0 | 0 | 0 | |
| OTHER GERMANIC | 0 | 0 | 0 | |
| HUNGARIAN | 0 | 0 | 0 | |
| RUSSIAN | 0 | 0 | 0 | |
| OTHER URALIC-SLAVIC LANGUAGES | 1 | 1 | 0 | 0.0% |
| SAMOAN | 0 | 0 | 0 | |
| TAGALOG | 1 | 1 | 0 | 0.0% |
| GUAMANIAN | 0 | 0 | 0 | |
| OTHER PACIFIC ISLAND | 0 | 0 | 0 | |
| ARABIC | 3 | 3 | 0 | 0.0% |
| HEBREW | 0 | 0 | 0 | |
| FARSI (PERSIAN) | 0 | 0 | 0 | |
| HINDI(NORTHERN INDIA) | 0 | 0 | 0 | |
| URDU(PAKISTAN INDIA) | 0 | 0 | 0 | |
| OTHER INDO-IRANIAN LANG | 1 | 1 | 0 | 0.0% |
| DANISH | 0 | 0 | 0 | |
| NORWEGIAN | 0 | 0 | 0 | |
| SWEDISH | 0 | 0 | 0 | |
| OTH. SCANDINAVIAN | 0 | 0 | 0 | |
| ALL OTHER LANGUAGES | 2 | 2 | 0 | 0.0% |
| Totals: | 3,791 | 3,725 | 66 | 1.7% |

Consumers with No Purchase of Services by Language

For age 3 years to 21 years, inclusive

| Language | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services |
|-------------------------------|--------------------------|--|--------------------------------------|------------------------------------|
| ASL (AMER SIGN LANG) | 2 | 2 | 0 | 0.0% |
| OTHER SIGN LANGUAGE | 0 | 0 | 0 | |
| ENGLISH | 4,214 | 3,299 | 915 | 21.7% |
| ARMENIAN | 1 | 1 | 0 | 0.0% |
| SOMALI | 0 | 0 | 0 | |
| SWAHILI | 0 | 0 | 0 | |
| NIGERIAN | 0 | 0 | 0 | |
| AMHARIC | 0 | 0 | 0 | |
| FRENCH | 1 | 1 | 0 | 0.0% |
| ITALIAN | 0 | 0 | 0 | |
| PORTUGUESE | 1 | 1 | 0 | 0.0% |
| SPANISH | 1,455 | 1,160 | 295 | 20.3% |
| OTHER LATIN | 7 | 6 | 1 | 14.3% |
| CANTONESE CHINESE | 3 | 3 | 0 | 0.0% |
| MANDARIN CHINESE | 0 | 0 | 0 | |
| JAPANESE | 1 | 1 | 0 | 0.0% |
| VIETNAMESE | 8 | 5 | 3 | 37.5% |
| KOREAN | 2 | 1 | 1 | 50.0% |
| LAOTIAN | 2 | 2 | 0 | 0.0% |
| CAMBODIAN | 0 | 0 | 0 | |
| OTHER ASIAN | 1 | 0 | 1 | 100.0% |
| DUTCH | 0 | 0 | 0 | |
| GERMAN | 0 | 0 | 0 | |
| HMONG | 1 | 1 | 0 | 0.0% |
| THAI | 3 | 2 | 1 | 33.3% |
| MIEN | 0 | 0 | 0 | |
| OTHER GERMANIC | 0 | 0 | 0 | |
| HUNGARIAN | 1 | 1 | 0 | 0.0% |
| RUSSIAN | 2 | 1 | 1 | 50.0% |
| OTHER URALIC-SLAVIC LANGUAGES | 2 | 1 | 1 | 50.0% |
| SAMOAN | 0 | 0 | 0 | |
| TAGALOG | 1 | 1 | 0 | 0.0% |
| GUAMANIAN | 0 | 0 | 0 | |
| OTHER PACIFIC ISLAND | 0 | 0 | 0 | |
| ARABIC | 3 | 1 | 2 | 66.7% |
| HEBREW | 0 | 0 | 0 | |
| FARSI (PERSIAN) | 1 | 1 | 0 | 0.0% |
| HINDI(NORTHERN INDIA) | 1 | 0 | 1 | 100.0% |
| URDU(PAKISTAN INDIA) | 0 | 0 | 0 | |
| OTHER INDO-IRANIAN LANG | 0 | 0 | 0 | |
| DANISH | 0 | 0 | 0 | |
| NORWEGIAN | 0 | 0 | 0 | |
| SWEDISH | 0 | 0 | 0 | |
| OTH. SCANDINAVIAN | 0 | 0 | 0 | |
| ALL OTHER LANGUAGES | 3 | 3 | 0 | 0.0% |
| Totals: | 5,716 | 4,494 | 1,222 | 21.4% |

Consumers with No Purchase of Services by Language

For age 22 years and older

| Language | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services |
|-------------------------------|--------------------------|--|--------------------------------------|------------------------------------|
| ASL (AMER SIGN LANG) | 5 | 5 | 0 | 0.0% |
| OTHER SIGN LANGUAGE | 1 | 1 | 0 | 0.0% |
| ENGLISH | 4,226 | 3,899 | 327 | 7.7% |
| ARMENIAN | 0 | 0 | 0 | |
| SOMALI | 0 | 0 | 0 | |
| SWAHILI | 0 | 0 | 0 | |
| NIGERIAN | 0 | 0 | 0 | |
| AMHARIC | 0 | 0 | 0 | |
| FRENCH | 2 | 2 | 0 | 0.0% |
| ITALIAN | 0 | 0 | 0 | |
| PORTUGUESE | 0 | 0 | 0 | |
| SPANISH | 575 | 492 | 83 | 14.4% |
| OTHER LATIN | 0 | 0 | 0 | |
| CANTONESE CHINESE | 4 | 1 | 3 | 75.0% |
| MANDARIN CHINESE | 3 | 3 | 0 | 0.0% |
| JAPANESE | 0 | 0 | 0 | |
| VIETNAMESE | 7 | 6 | 1 | 14.3% |
| KOREAN | 3 | 3 | 0 | 0.0% |
| LAOTIAN | 1 | 0 | 1 | 100.0% |
| CAMBODIAN | 0 | 0 | 0 | |
| OTHER ASIAN | 1 | 1 | 0 | 0.0% |
| DUTCH | 0 | 0 | 0 | |
| GERMAN | 0 | 0 | 0 | |
| HMONG | 2 | 2 | 0 | 0.0% |
| THAI | 0 | 0 | 0 | |
| MIEN | 0 | 0 | 0 | |
| OTHER GERMANIC | 0 | 0 | 0 | |
| HUNGARIAN | 0 | 0 | 0 | |
| RUSSIAN | 1 | 1 | 0 | 0.0% |
| OTHER URALIC-SLAVIC LANGUAGES | 1 | 1 | 0 | 0.0% |
| SAMOAN | 0 | 0 | 0 | |
| TAGALOG | 14 | 14 | 0 | 0.0% |
| GUAMANIAN | 0 | 0 | 0 | |
| OTHER PACIFIC ISLAND | 2 | 2 | 0 | 0.0% |
| ARABIC | 1 | 1 | 0 | 0.0% |
| HEBREW | 1 | 1 | 0 | 0.0% |
| FARSI (PERSIAN) | 3 | 3 | 0 | 0.0% |
| HINDI(NORTHERN INDIA) | 4 | 3 | 1 | 25.0% |
| URDU(PAKISTAN INDIA) | 2 | 2 | 0 | 0.0% |
| OTHER INDO-IRANIAN LANG | 0 | 0 | 0 | |
| DANISH | 0 | 0 | 0 | |
| NORWEGIAN | 0 | 0 | 0 | |
| SWEDISH | 0 | 0 | 0 | |
| OTH. SCANDINAVIAN | 0 | 0 | 0 | |
| ALL OTHER LANGUAGES | 11 | 8 | 3 | 27.3% |
| Totals: | 4,870 | 4,451 | 419 | 8.6% |