

Consumers with No Purchase of Services by Language

| For All Ages Language | Total Eligible Consumers | Consumers Receiving Purchased Services | Consumers With No Purchased Services | Percent With No Purchased Services |
|---------------------------------|--------------------------------|---|---|---|
| ASL (American Sign Language) | 9 | 9 | 0 | 0.0% |
| Other Sign Language | 3 | 3 | 0 | 0.0% |
| English | 7,602 | 6,324 | 1,278 | 16.8% |
| Armenian | 384 | 354 | 30 | 7.8% |
| Somali | 0 | 0 | 0 | - |
| Swahili | 0 | 0 | 0 | - |
| Nigerian | 0 | 0 | 0 | - |
| Amharic | 6 | 5 | 1 | 16.7% |
| Aramaic / Chaldean | 1 | 1 | 0 | 0.0% |
| French | 6 | 4 | 2 | 33.3% |
| Italian | 0 | 0 | 0 | - |
| Portuguese | 5 | 5 | 0 | 0.0% |
| Spanish | 3,479 | 2,763 | 716 | 20.6% |
| Other Latin | 0 | 0 | 0 | - |
| Cantonese Chinese | 41 | 27 | 14 | 34.1% |
| Mandarin Chinese | 18 | 16 | 2 | 11.1% |
| Japanese | 8 | 8 | 0 | 0.0% |
| Vietnamese | 16 | 14 | 2 | 12.5% |
| Korean | 371 | 320 | 51 | 13.7% |
| Laotian | 0 | 0 | 0 | - |
| Cambodian | 2 | 1 | 1 | 50.0% |
| Other Asian | 25 | 22 | 3 | 12.0% |
| Dutch | 0 | 0 | 0 | - |
| German | 0 | 0 | 0 | - |
| Hmong | 0 | 0 | 0 | - |
| Thai | 12 | 8 | 4 | 33.3% |
| Mien | 0 | 0 | 0 | - |
| Other Germanic | 0 | 0 | 0 | - |
| Hungarian | 1 | 1 | 0 | 0.0% |
| Russian | 40 | 36 | 4 | 10.0% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | - |
| Samoan | 0 | 0 | 0 | - |
| Tagalog | 68 | 55 | 13 | 19.1% |
| Guamanian | 0 | 0 | 0 | - |
| Other Pacific Island | 1 | 1 | 0 | 0.0% |
| Arabic | 26 | 23 | 3 | 11.5% |
| Hebrew | 3 | 3 | 0 | 0.0% |
| Farsi (Persian) | 25 | 23 | 2 | 8.0% |
| Hindi (Northern India) | 5 | 3 | 2 | 40.0% |
| Urdu (Pakistan India) | 1 | 1 | 0 | 0.0% |
| Other Indo-Iranian Language | 1 | 1 | 0 | 0.0% |
| Danish | 0 | 0 | 0 | - |
| Norwegian | 0 | 0 | 0 | - |
| Swedish | 0 | 0 | 0 | - |
| Other Scandinavian | 0 | 0 | 0 | - |
| All Other Languages | 27 | 20 | 7 | 25.9% |
| Totals: | 12,186 | 10,051 | 2,135 | 17.5% |

**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 (American Sign Language) | 2 | 2 | 0 | 0.0% |
| Other Sign Language | 0 | 0 | 0 | - |
| English | 1,892 | 1,891 | 1 | 0.1% |
| Armenian | 58 | 58 | 0 | 0.0% |
| Somali | 0 | 0 | 0 | - |
| Swahili | 0 | 0 | 0 | - |
| Nigerian | 0 | 0 | 0 | - |
| Amharic | 2 | 2 | 0 | 0.0% |
| Aramaic / Chaldean | 1 | 1 | 0 | 0.0% |
| French | 1 | 1 | 0 | 0.0% |
| Italian | 0 | 0 | 0 | - |
| Portuguese | 4 | 4 | 0 | 0.0% |
| Spanish | 653 | 650 | 3 | 0.5% |
| Other Latin | 0 | 0 | 0 | - |
| Cantonese Chinese | 3 | 3 | 0 | 0.0% |
| Mandarin Chinese | 9 | 9 | 0 | 0.0% |
| Japanese | 1 | 1 | 0 | 0.0% |
| Vietnamese | 2 | 2 | 0 | 0.0% |
| Korean | 59 | 59 | 0 | 0.0% |
| Laotian | 0 | 0 | 0 | - |
| Cambodian | 0 | 0 | 0 | - |
| Other Asian | 11 | 11 | 0 | 0.0% |
| Dutch | 0 | 0 | 0 | - |
| German | 0 | 0 | 0 | - |
| Hmong | 0 | 0 | 0 | - |
| Thai | 3 | 3 | 0 | 0.0% |
| Mien | 0 | 0 | 0 | - |
| Other Germanic | 0 | 0 | 0 | - |
| Hungarian | 0 | 0 | 0 | - |
| Russian | 11 | 11 | 0 | 0.0% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | - |
| Samoan | 0 | 0 | 0 | - |
| Tagalog | 10 | 10 | 0 | 0.0% |
| Guamanian | 0 | 0 | 0 | - |
| Other Pacific Island | 0 | 0 | 0 | - |
| Arabic | 4 | 4 | 0 | 0.0% |
| Hebrew | 2 | 2 | 0 | 0.0% |
| Farsi (Persian) | 6 | 6 | 0 | 0.0% |
| Hindi (Northern India) | 0 | 0 | 0 | - |
| Urdu (Pakistan India) | 0 | 0 | 0 | - |
| Other Indo-Iranian Language | 0 | 0 | 0 | - |
| Danish | 0 | 0 | 0 | - |
| Norwegian | 0 | 0 | 0 | - |
| Swedish | 0 | 0 | 0 | - |
| Other Scandinavian | 0 | 0 | 0 | - |
| All Other Languages | 4 | 4 | 0 | 0.0% |
| Totals: | 2,738 | 2,734 | 4 | 0.1% |

**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 (American Sign Language) | 2 | 2 | 0 | 0.0% |
| Other Sign Language | 0 | 0 | 0 | - |
| English | 3,510 | 2,502 | 1,008 | 28.7% |
| Armenian | 137 | 118 | 19 | 13.9% |
| Somali | 0 | 0 | 0 | - |
| Swahili | 0 | 0 | 0 | - |
| Nigerian | 0 | 0 | 0 | - |
| Amharic | 4 | 3 | 1 | 25.0% |
| Aramaic / Chaldean | 0 | 0 | 0 | - |
| French | 4 | 2 | 2 | 50.0% |
| Italian | 0 | 0 | 0 | - |
| Portuguese | 1 | 1 | 0 | 0.0% |
| Spanish | 1,955 | 1,371 | 584 | 29.9% |
| Other Latin | 0 | 0 | 0 | - |
| Cantonese Chinese | 13 | 6 | 7 | 53.8% |
| Mandarin Chinese | 4 | 3 | 1 | 25.0% |
| Japanese | 2 | 2 | 0 | 0.0% |
| Vietnamese | 2 | 1 | 1 | 50.0% |
| Korean | 175 | 140 | 35 | 20.0% |
| Laotian | 0 | 0 | 0 | - |
| Cambodian | 2 | 1 | 1 | 50.0% |
| Other Asian | 10 | 9 | 1 | 10.0% |
| Dutch | 0 | 0 | 0 | - |
| German | 0 | 0 | 0 | - |
| Hmong | 0 | 0 | 0 | - |
| Thai | 5 | 2 | 3 | 60.0% |
| Mien | 0 | 0 | 0 | - |
| Other Germanic | 0 | 0 | 0 | - |
| Hungarian | 0 | 0 | 0 | - |
| Russian | 7 | 4 | 3 | 42.9% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | - |
| Samoan | 0 | 0 | 0 | - |
| Tagalog | 19 | 13 | 6 | 31.6% |
| Guamanian | 0 | 0 | 0 | - |
| Other Pacific Island | 0 | 0 | 0 | - |
| Arabic | 13 | 10 | 3 | 23.1% |
| Hebrew | 1 | 1 | 0 | 0.0% |
| Farsi (Persian) | 2 | 1 | 1 | 50.0% |
| Hindi (Northern India) | 4 | 2 | 2 | 50.0% |
| Urdu (Pakistan India) | 0 | 0 | 0 | - |
| Other Indo-Iranian Language | 0 | 0 | 0 | - |
| Danish | 0 | 0 | 0 | - |
| Norwegian | 0 | 0 | 0 | - |
| Swedish | 0 | 0 | 0 | - |
| Other Scandinavian | 0 | 0 | 0 | - |
| All Other Languages | 7 | 2 | 5 | 71.4% |
| Totals: | 5,879 | 4,196 | 1,683 | 28.6% |

**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 (American Sign Language) | 5 | 5 | 0 | 0.0% |
| Other Sign Language | 3 | 3 | 0 | 0.0% |
| English | 2,200 | 1,931 | 269 | 12.2% |
| Armenian | 189 | 178 | 11 | 5.8% |
| Somali | 0 | 0 | 0 | - |
| Swahili | 0 | 0 | 0 | - |
| Nigerian | 0 | 0 | 0 | - |
| Amharic | 0 | 0 | 0 | - |
| Aramaic / Chaldean | 0 | 0 | 0 | - |
| French | 1 | 1 | 0 | 0.0% |
| Italian | 0 | 0 | 0 | - |
| Portuguese | 0 | 0 | 0 | - |
| Spanish | 871 | 742 | 129 | 14.8% |
| Other Latin | 0 | 0 | 0 | - |
| Cantonese Chinese | 25 | 18 | 7 | 28.0% |
| Mandarin Chinese | 5 | 4 | 1 | 20.0% |
| Japanese | 5 | 5 | 0 | 0.0% |
| Vietnamese | 12 | 11 | 1 | 8.3% |
| Korean | 137 | 121 | 16 | 11.7% |
| Laotian | 0 | 0 | 0 | - |
| Cambodian | 0 | 0 | 0 | - |
| Other Asian | 4 | 2 | 2 | 50.0% |
| Dutch | 0 | 0 | 0 | - |
| German | 0 | 0 | 0 | - |
| Hmong | 0 | 0 | 0 | - |
| Thai | 4 | 3 | 1 | 25.0% |
| Mien | 0 | 0 | 0 | - |
| Other Germanic | 0 | 0 | 0 | - |
| Hungarian | 1 | 1 | 0 | 0.0% |
| Russian | 22 | 21 | 1 | 4.5% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | - |
| Samoan | 0 | 0 | 0 | - |
| Tagalog | 39 | 32 | 7 | 17.9% |
| Guamanian | 0 | 0 | 0 | - |
| Other Pacific Island | 1 | 1 | 0 | 0.0% |
| Arabic | 9 | 9 | 0 | 0.0% |
| Hebrew | 0 | 0 | 0 | - |
| Farsi (Persian) | 17 | 16 | 1 | 5.9% |
| Hindi (Northern India) | 1 | 1 | 0 | 0.0% |
| Urdu (Pakistan India) | 1 | 1 | 0 | 0.0% |
| Other Indo-Iranian Language | 1 | 1 | 0 | 0.0% |
| Danish | 0 | 0 | 0 | - |
| Norwegian | 0 | 0 | 0 | - |
| Swedish | 0 | 0 | 0 | - |
| Other Scandinavian | 0 | 0 | 0 | - |
| All Other Languages | 16 | 14 | 2 | 12.5% |
| Totals: | 3,569 | 3,121 | 448 | 12.6% |