

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) | 8 | 8 | 0 | 0.0% |
| Other Sign Language | 4 | 4 | 0 | 0.0% |
| English | 8,208 | 6,464 | 1,744 | 21.3% |
| Armenian | 475 | 415 | 60 | 12.6% |
| Somali | 0 | 0 | 0 | |
| Swahili | 0 | 0 | 0 | |
| Nigerian | 0 | 0 | 0 | |
| Amharic | 5 | 3 | 2 | 40.0% |
| Aramaic / Chaldean | 0 | 0 | 0 | |
| French | 7 | 6 | 1 | 14.3% |
| Italian | 3 | 3 | 0 | 0.0% |
| Portuguese | 2 | 1 | 1 | 50.0% |
| Spanish | 3,520 | 2,741 | 779 | 22.1% |
| Other Latin | 0 | 0 | 0 | |
| Cantonese Chinese | 37 | 23 | 14 | 37.8% |
| Mandarin Chinese | 23 | 21 | 2 | 8.7% |
| Japanese | 12 | 11 | 1 | 8.3% |
| Vietnamese | 17 | 14 | 3 | 17.7% |
| Korean | 377 | 294 | 83 | 22.0% |
| Laotian | 0 | 0 | 0 | |
| Cambodian | 1 | 0 | 1 | 100.0% |
| Other Asian | 32 | 24 | 8 | 25.0% |
| Dutch | 0 | 0 | 0 | |
| German | 0 | 0 | 0 | |
| Hmong | 0 | 0 | 0 | |
| Thai | 8 | 5 | 3 | 37.5% |
| Mien | 0 | 0 | 0 | |
| Other Germanic | 0 | 0 | 0 | |
| Hungarian | 1 | 1 | 0 | 0.0% |
| Russian | 34 | 30 | 4 | 11.8% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | |
| Samoan | 0 | 0 | 0 | |
| Tagalog | 61 | 53 | 8 | 13.1% |
| Guamanian | 0 | 0 | 0 | |
| Other Pacific Island | 0 | 0 | 0 | |
| Arabic | 30 | 26 | 4 | 13.3% |
| Hebrew | 4 | 2 | 2 | 50.0% |
| Farsi (Persian) | 22 | 19 | 3 | 13.6% |
| Hindi (Northern India) | 5 | 5 | 0 | 0.0% |
| Urdu (Pakistan India) | 2 | 2 | 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 | 23 | 19 | 4 | 17.4% |
| Totals: | 12,922 | 10,195 | 2,727 | 21.1% |

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 | 1,842 | 1,814 | 28 | 1.5% |
| Armenian | 85 | 85 | 0 | 0.0% |
| Somali | 0 | 0 | 0 | |
| Swahili | 0 | 0 | 0 | |
| Nigerian | 0 | 0 | 0 | |
| Amharic | 1 | 1 | 0 | 0.0% |
| Aramaic / Chaldean | 0 | 0 | 0 | |
| French | 3 | 3 | 0 | 0.0% |
| Italian | 2 | 2 | 0 | 0.0% |
| Portuguese | 1 | 1 | 0 | 0.0% |
| Spanish | 524 | 520 | 4 | 0.8% |
| Other Latin | 0 | 0 | 0 | |
| Cantonese Chinese | 3 | 3 | 0 | 0.0% |
| Mandarin Chinese | 6 | 6 | 0 | 0.0% |
| Japanese | 3 | 3 | 0 | 0.0% |
| Vietnamese | 1 | 1 | 0 | 0.0% |
| Korean | 56 | 52 | 4 | 7.1% |
| Laotian | 0 | 0 | 0 | |
| Cambodian | 0 | 0 | 0 | |
| Other Asian | 10 | 8 | 2 | 20.0% |
| 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 | 7 | 7 | 0 | 0.0% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | |
| Samoan | 0 | 0 | 0 | |
| Tagalog | 7 | 7 | 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) | 1 | 1 | 0 | 0.0% |
| Hindi (Northern India) | 1 | 1 | 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 | 1 | 1 | 0 | 0.0% |
| Totals: | 2,562 | 2,524 | 38 | 1.5% |

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) | 1 | 1 | 0 | 0.0% |
| Other Sign Language | 0 | 0 | 0 | |
| English | 3,949 | 2,611 | 1,338 | 33.9% |
| Armenian | 190 | 150 | 40 | 21.1% |
| Somali | 0 | 0 | 0 | |
| Swahili | 0 | 0 | 0 | |
| Nigerian | 0 | 0 | 0 | |
| Amharic | 4 | 2 | 2 | 50.0% |
| Aramaic / Chaldean | 0 | 0 | 0 | |
| French | 2 | 1 | 1 | 50.0% |
| Italian | 1 | 1 | 0 | 0.0% |
| Portuguese | 1 | 0 | 1 | 100.0% |
| Spanish | 1,952 | 1,396 | 556 | 28.5% |
| Other Latin | 0 | 0 | 0 | |
| Cantonese Chinese | 6 | 2 | 4 | 66.7% |
| Mandarin Chinese | 12 | 11 | 1 | 8.3% |
| Japanese | 3 | 2 | 1 | 33.3% |
| Vietnamese | 5 | 3 | 2 | 40.0% |
| Korean | 177 | 120 | 57 | 32.2% |
| Laotian | 0 | 0 | 0 | |
| Cambodian | 0 | 0 | 0 | |
| Other Asian | 18 | 14 | 4 | 22.2% |
| Dutch | 0 | 0 | 0 | |
| German | 0 | 0 | 0 | |
| Hmong | 0 | 0 | 0 | |
| Thai | 5 | 3 | 2 | 40.0% |
| Mien | 0 | 0 | 0 | |
| Other Germanic | 0 | 0 | 0 | |
| Hungarian | 0 | 0 | 0 | |
| Russian | 8 | 5 | 3 | 37.5% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | |
| Samoan | 0 | 0 | 0 | |
| Tagalog | 19 | 15 | 4 | 21.1% |
| Guamanian | 0 | 0 | 0 | |
| Other Pacific Island | 0 | 0 | 0 | |
| Arabic | 15 | 11 | 4 | 26.7% |
| Hebrew | 2 | 0 | 2 | 100.0% |
| Farsi (Persian) | 3 | 3 | 0 | 0.0% |
| Hindi (Northern India) | 3 | 3 | 0 | 0.0% |
| Urdu (Pakistan India) | 1 | 1 | 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 | 5 | 3 | 2 | 40.0% |
| Totals: | 6,382 | 4,358 | 2,024 | 31.7% |

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 | 4 | 4 | 0 | 0.0% |
| English | 2,417 | 2,039 | 378 | 15.6% |
| Armenian | 200 | 180 | 20 | 10.0% |
| Somali | 0 | 0 | 0 | |
| Swahili | 0 | 0 | 0 | |
| Nigerian | 0 | 0 | 0 | |
| Amharic | 0 | 0 | 0 | |
| Aramaic / Chaldean | 0 | 0 | 0 | |
| French | 2 | 2 | 0 | 0.0% |
| Italian | 0 | 0 | 0 | |
| Portuguese | 0 | 0 | 0 | |
| Spanish | 1,044 | 825 | 219 | 21.0% |
| Other Latin | 0 | 0 | 0 | |
| Cantonese Chinese | 28 | 18 | 10 | 35.7% |
| Mandarin Chinese | 5 | 4 | 1 | 20.0% |
| Japanese | 6 | 6 | 0 | 0.0% |
| Vietnamese | 11 | 10 | 1 | 9.1% |
| Korean | 144 | 122 | 22 | 15.3% |
| Laotian | 0 | 0 | 0 | |
| Cambodian | 1 | 0 | 1 | 100.0% |
| Other Asian | 4 | 2 | 2 | 50.0% |
| Dutch | 0 | 0 | 0 | |
| German | 0 | 0 | 0 | |
| Hmong | 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 | 19 | 18 | 1 | 5.3% |
| Other Uralic-Slavic Languages | 0 | 0 | 0 | |
| Samoan | 0 | 0 | 0 | |
| Tagalog | 35 | 31 | 4 | 11.4% |
| Guamanian | 0 | 0 | 0 | |
| Other Pacific Island | 0 | 0 | 0 | |
| Arabic | 11 | 11 | 0 | 0.0% |
| Hebrew | 0 | 0 | 0 | |
| Farsi (Persian) | 18 | 15 | 3 | 16.7% |
| 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 | 17 | 15 | 2 | 11.8% |
| Totals: | 3,978 | 3,313 | 665 | 16.7% |