

Approved by the Braintree Housing Authority Board of Commissioners on 12/13/22.

BRAINTREE HOUSING AUTHORITY LANGUAGE ACCESS PLAN

I. INTRODUCTION

The Braintree Housing Authority (“LHA”) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken.

Pursuant to [760 CMR 4.02\(1\)\(e\)](#), Massachusetts Local Housing Authorities must adopt and enforce a Language Access Plan (“LAP”) regardless of whether they receive federal funds. DHCD has provided “DHCD LAP Guidance to Program Administering Entities” as an appendix to its Language Access Plan, most recently in 2017.¹

[Title VI of the Civil Rights Act of 1964](#) (“Title VI”) also requires recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by individuals with Limited English Proficiency (“LEP”). Persons who do not speak English as their primary language and who have a limited ability to read, write, or understand English may be considered LEP individuals. Such reasonable steps to ensure meaningful access include language access planning.

On January 22, 2007, the U.S. Department of Housing and Urban Development (“HUD”) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP individuals, including detailed guidance for language access planning.²

Furthermore, HUD’s Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services. DHCD, in its “DHCD LAP Guidance to Program Administering Entities,” has encouraged LHAs to utilize this four-factor self-assessment method regardless of whether they receive HUD funds. Based on the DHCD and HUD guidance, the LHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the LHA has prepared this LAP, which defines the actions to be taken by the LHA to ensure LHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The LHA will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with 760 CMR 4.02(1)(e), as well as Title VI and related HUD guidance as applicable.

¹ <https://www.mass.gov/files/documents/2017/10/25/lapdhcd2017.docx>

²

<https://www.federalregister.gov/documents/2007/01/22/07-217/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against>; see also <https://www.federalregister.gov/documents/2007/03/16/E7-4794/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against> (Update of Web Site Reference)

II. GOALS OF THE LANGUAGE ACCESS PLAN

The goals of the LHA's LAP include:

- To ensure meaningful access to the LHA's housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that the LHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the LHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that LHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of this LAP and services in accordance with community needs.

III. LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

See "Attachment A" for data analysis of LEP populations.

IV. TYPES OF ASSISTANCE NEEDED BY LEP INDIVIDUALS

Most contacts between the LHA and LEP individuals involve meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with LHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and LHA staff related to management, maintenance and lease compliance issues. Oral language assistance services may be needed for these contacts. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person's language) or interpretation services. These services may also be necessary to communicate with LEP individuals when written materials are insufficient.

Other contacts involve the exchange and review of printed materials, some of which may be considered "vital documents". HUD's Final Guidance defines vital documents as, "any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP individuals specifically". The LHA will strive to provide translation services as necessary and as resources permit for any document considered vital for an applicant's, tenant's, or participant's meaningful program access as provided in section V.B below ("Written Translation").

V. LANGUAGE ASSISTANCE TO BE PROVIDED

To promote equal access to LHA programs and services by LEP individuals, the LHA will implement the following array of Language Access services:

A. Identification of LEP Individuals and Notices

Use of “I Speak... Language Identification Flashcards”: To help identify LEP individuals and determine the appropriate Language Access, the LHA will post and make available “I Speak... Language Identification Flashcards” in common areas, on its website, and by request. Applicants and residents can use these guides to indicate their primary language. During the tenant selection screening process, LHA staff will make appropriate arrangements for interpretation services generally; using either a bilingual staff person or a telephone interpretation service.³

Notices of Oral Interpretation Services: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, the LHA will provide free access to language assistance for staff contact with LEP individuals. The LHA will prominently post multi-language notices in common areas and on its website which indicate that free language assistance is available upon request (see “Attachment B”). The LHA will also gather data on requests for language assistance by language to inform its four-factor self-assessment.

B. Language Access Measures

Oral Interpretation - Staff: When feasible, bilingual LHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing LHA materials, answering questions about LHA programs, and responding to LHA forms and information requests.

Oral Interpretation - Telephone Support: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, if qualified bilingual LHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the LHA will use the services of a professional telephone interpretation service, including when an LEP individual uses an “I Speak... Language Identification Flashcard” to signify that they speak a non-English language. When these contacts involve review of LHA forms and procedures, the LHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The LHA will only

³ “I Speak...” Language Identification Flashcards are available in numerous languages from the U.S. Census Bureau: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crc1-i-speak-booklet.pdf>

utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. The LHA currently utilizes a service which provides trained and certified interpreters and coverage for a multitude of languages. LHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents.

Oral Interpretation - In Person Assistance: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A , in limited instances where telephone interpretation services or the use of bilingual LHA staff are determined insufficient to ensure meaningful access, the LHA may provide qualified in-person interpretation services at no cost to the LEP individual through the use of community resources and/or outside organizations or vendors who employ or contract with qualified and trained interpreters. Examples of contacts where in person assistance may be requested includes termination hearings and evictions. Due to the considerable expense often involved in providing in person assistance, unless in-person interpretation is available at low cost through community resources, the LHA will generally strive to use telephonic assistance, as resources permit. If the LEP individual does not wish to use the free interpretation services offered by the LHA, the LEP individual may provide their own qualified interpreters at their own expense.

Oral Interpretation - Use of Other Interpreters not provided by the LHA: As noted above, LEP individuals will be informed that the LHA will provide them with free access to oral interpretation services via bilingual LHA staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual's own expense. Use of family members and friends as interpreters is allowed. Staff will be advised to be alert to the potential for any conflict of interest or competency issue that may arise from the involvement of family or friends.

Written Translation: The LHA will strive to translate documents that are vital to meaningful program access as resources permit and in consideration of the four-factor-self-assessment referenced in Attachment A and applicable HUD guidance.⁴ Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the LHA's major activities and programs by beneficiaries generally and LEP persons specifically. Meaningful program access generally requires awareness of, and ability to participate in, procedures for applying to the program, for meeting the requirements of the program, and for enjoying important benefits of the program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access. Written or "vital documents" include:

⁴ HUD guidance indicates that written translation of vital documents for each eligible LEP language group that constitute more than 5% (if > 50) of the eligible population in the market area or among current beneficiaries, or 1,000 of such persons, whichever is less, will constitute strong evidence that reasonable steps have been taken to address written translation needs.

[IDENTIFY THE LHA’S VITAL DOCUMENTS. EXAMPLES PROVIDED BELOW.]

- Application-related documents
 - Lease-related documents
 - Rent-redetermination related documents
 - Consent and complaint forms
 - Written standard notices of rights, denial, loss, or decreases in benefits or services, and other notices relating to hearings/conferences/grievances
 - Notice to quit and eviction-related documents
-
- *Non-Vital or Non-translated Written documents:* For documents not considered “vital documents” or not immediately translated, a notice must be placed on the document which states in the most frequently encountered languages identified under the administering entity’s LAP, “This is an important document. See “Attachment C”.
 - *Legal documents:* In the case of legally binding documents such as a lease, although a translated copy of the document should be provided, the English version of the document is the one that is legally binding and considered the official document. The translated document is to be used as a reference tool only. A brief statement will be included on these documents in the language which the document has been translated into which states “This document is for informational purposes only. The English version of this document is considered the legally binding document” (see “Attachment D”).
 - *Translation of written documents:* For LHA program documents, including those that are highly individualized (such as ineligibility, termination or appeal notices), the LHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above.
 - *Note on timing-related rights:* A person with LEP will not be penalized or denied meaningful and effective access because of an administering entity’s inability to provide timely translation or interpretation services. This would include allowing additional time for translation and/or interpretation without impacting an applicant’s position on the LHA waitlist.
 - *Review and updating:* The LHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants and/or residents, and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

C. Staff Training and Coordination

The LHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

Training: The LHA will make reasonable efforts to avail its staff and employees of any available training on Language Access. LHA employees and staff who regularly interact with LHA clients will be encouraged to complete periodic refresher training on Language Access.

D. Providing Notice to LEP Individuals

To ensure that LEP individuals are aware of the language services available to them, the LHA will post LEP notices in multiple languages in the LHA's common areas, on the LHA's website, and will make LEP notices available upon request.

E. Monitoring and updating the Language Access Plan

The LAP will be reviewed and updated periodically as needed. The review will assess:

- Whether there have been any significant changes in the composition or language needs of the LEP-population in Braintree and/or based on LHA data;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP individuals which may have emerged; and
- Identification of any recommended actions to provide more responsive and effective language services.

Adopted by the Board of the Braintree Housing Authority on:

Attachment A: LHA's Four Factor Self-Assessment Analysis Regarding LEP Individuals

Attachment B: Language Assistance Protocols

Attachment C: Important Document Notice

Attachment D: Legal Notice Translation

Attachment A: LHA's Four-Factor Self-Assessment Analysis Regarding Limited English Proficiency (LEP) Individuals

1. Assessing the number and proportion of LEP individuals served or encountered in the eligible service population.

Data estimates are based on the following data sources:

(a). Census data at the County level (for estimating potential LEP applicants encountered by the LHA):

Census Name: Braintree City/Town, Data		Norfolk County, Massachusetts City/Town County Data		
Languages spoken at home among individuals age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)	Total Number	Percent of Total Population (age 5+)
Spanish	197	0.56	4,109	0.64
French	17	0.05	966	0.15
Creole	87	0.25	2,954	0.46
Italian	58	0.17	850	0.13
Portugese	70	0.20	4,378	0.68
German	0	0.00	153	0.02
Yiddish	0	0.00	0	0.00
Greek	31	0.09	889	0.14
Russian	50	0.14	2,512	0.39
Polish	67	0.19	420	0.07
Croatian	0	0.00	0	0.00
Armenian	0	0.00	66	0.01
Persian	0	0.00	293	0.05
Gujarati	0	0.00	117	0.02
Hindi	8	0.02	322	0.05
Urdu	0	0.00	147	0.02

Chinese	824	2.36	14,481	2.26
Japanese	0	0.00	792	0.12
Korean	32	0.09	808	0.13
Cambodian	45	0.13	170	0.03
Hmong	0	0.00	0	0.00
Thai	17	0.05	201	0.03
Laotian	2	0.01	43	0.01
Vietnamese	310	0.89	3,761	0.59
Tagalog	12	0.03	350	0.05
Hungarian	0	0.00	21	0.00
Arabic	193	0.55	1,346	0.21
Hebrew	12	0.03	297	0.05

Source: American Community Survey (U.S. Census Bureau), 2014-2019.

Census data at the County and Municipality level - Languages spoken by 5% or more of this population were as follows: None

Note: Data on languages spoken at home are among individuals aged 5 years or older who have limited proficiency in English. "Total Number" represents the total number of people aged 5 years or older who speak a given language and who also have limited proficiency in English in a city/town or county. "Percent of Total Population" represents the number of people aged 5 years or older who speak a given language and who also have limited proficiency in English, divided by the total population aged 5 years or older (regardless of English proficiency) in a city/town or county. The U.S. Census Bureau defines "limited English proficiency" as those who report speaking English less than "very well".

(c). Applicant data (e.g., data on CHAMP application languages for estimating applicant LEP population served

Applicant data pulled from CHAMP on October 12, 2021 (e.g., data on CHAMP application languages for estimating applicant LEP population served):

Of 13,739 total applications, 13,183 applicants speak English s, representing 96%; 425 applications speak Spanish, representing 3% and 70 applications speak Chinese, representing 1%

Based on the above data sources, the following languages are priority languages for translation, in descending order of priority for translation [*Spanish must be included*]:

Spanish and Chinese

2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.

This information will be obtained not only through the use of these statistics but also through collection of internal data with regard to self-identification by LEP individuals. Emphasis will be placed upon translation of documents where the population meets or exceeds 5% or 1000 consistent with HUD LEP guidance. Interpretation will always be made available on an as needed basis.

3. Assessing the nature and importance of the program, activity, or service provided by the program.

• The greater the possible consequences of the contact, the more important it is for the LHA to provide language services. The LHA will focus its efforts on providing language services in:

(1) Important matters concerning initial eligibility for public housing, project-based assistance (if and where applicable) and tenant-based assistance;

(2) Important matters which impact continuing eligibility in the above

4. Assessing the resources (e.g., translation services, bilingual staff, community resources, etc.) available to the LHA and costs.

The LHA's Language Access Plan will be implemented subject to the availability of resources. The LHA has an extremely limited budget to cover the cost of translating documents, providing oral interpretation, and otherwise implementing a Language Access Plan. The LHA does not anticipate additional funds would be made available specifically for implementing this Language Access Plan in the near future. The LHA will continue to identify resources that may be available to support the cost of implementing this Plan.

- The LHA will focus efforts and making certain that documents that have been translated by HUD and DHCD are available to staff and used on a regular basis and that free or low-cost translation and interpretation services are made available on an as needed basis.
- Translated HUD forms are available on the HUD portal under Hudclips forms at https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms

Attachment B: Language Assistance Protocols

- International Translation Company, LLC
- 24 Hour Line: 617-989-3939
- www.itctranslation.net

shamso@itctranslation.net

Identifying Need for Language Assistance:

Persons with LEP will often be able to convey, including through third parties, their need for language assistance, although in some instances one or more of the following steps may be necessary to identify the language and the nature of the assistance sought.

- 1) Utilize "*I-Speak cards*" where walk-ins occur to identify what language the person reads or speaks. I-Speak cards are available at the following website: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>.
- 2) Consult available *LHA staff* who can provide initial support in identifying languages and assistance needed by persons with LEP that come into direct contact with the LHA in person, by telephone, or in writing.
- 3) Utilize LHA's over-the-phone telephonic services account with CCCS.

Reception staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at LHA offices needing language assistance. When staff are not available to interpret in the language of a person with LEP, the LHA main office has contracted with a telephone interpretation service. Translations available from HUD and DHCD will be utilized at this location.

Note: Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing related rights must be preserved while such services are being sought.

Protocols and Procedures for Providing Oral Language Assistance (Interpretation):

Select appropriate method for providing interpretation on a case-by-case basis depending on the nature and importance of the communication, including whether in-person interpretation is necessary for providing meaningful access to programs and services. The following are interpreter resources for consideration:

LHA staff

Reception staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at LHA offices needing language assistance.

When staff are not available to interpret in the language of a person with LEP, the LHA main office has contracted with a telephone interpretation service.

Translations available from HUD and DHCD will be utilized at this location.

In order to help identify LEP individuals and determine the appropriate language assistance, the LHA will post and make available “I Speak Cards” also known as “Language Identification Flashcards” at their offices. Applicants, tenants, and program participants can use these cards to indicate their primary language. LHA staff will then make appropriate arrangements for interpretation services, using a qualified third-party interpreter identified by the applicant/participant or administering entity, or a telephone interpretation service.

Protocols for Using Over-the-Phone Interpretation:

Additional Protocols for Administrative Staff

- 1) Utilize staff resources or the service to:
 - a. Determine the LEP caller’s question or issue.
 - b. Obtain the LEP caller’s name, contact information, and best times when

he or she can be reached.

c. Inform the LEP caller that the appropriate staff person will contact the caller.

- 2) After the call ends, let the appropriate staff person that would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information corresponding to paragraph (1) (a)-(c) above as well as whether the issue appears to be time sensitive.
- 3) Assist the staff person to utilize staff resources or over-the-phone interpretation to follow-up with the LEP caller.

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 - c. Inform the LEP caller that the appropriate staff person will contact the caller.
- 2) After the call ends, let the appropriate staff person that would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information corresponding to paragraph (1) (a)-(c) above as well as whether the issue appears to be time sensitive.
- 3) Assist the staff person to utilize staff resources or over-the-phone interpretation to follow-up with the LEP caller.

Note: the following are useful tips for utilizing over-the-phone interpreter services:

- Explain to the interpreter the purpose of the communication (i.e., assistance filling out a housing application). It is also helpful, particularly for more complex situations, to give the interpreter a brief overview and description of the information to be conveyed.
- Provide brief explanations of technical terms of art that may come up during the communication, such as eligibility, income limits, recertification, lease violation, etc.
- Speak as if talking directly with the person with LEP and not with the interpreter. It may be helpful to check in with the interpreter to make sure he/she is

- understanding what you are saying. If in person, face the person with LEP and look at him/her and not the interpreter.
- Speak in short sentences and enunciate words.
 - Express one idea at a time and allow the information to be interpreted prior to continuing.
 - Avoid using acronyms, such as HUD, DHCD, etc.
 - Inform the interpreter when you are no longer in need of his/her services.

Attachment C: Important Document Notice

This is an important document. Please contact Braintree Housing Authority at 781-848-1484 for free language assistance.

Este documento es muy importante. Favor de comunicarse con el Braintree Housing Authority en 781-848-1484 para ayuda gratis con el idioma. (Spanish)

此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡 Braintree Housing Authority 聯絡方式：781-848-1484。(Chinese, Traditional)

此文件为重要文件。如果您需要免费的语言翻译帮助，请联络 Braintree Housing Authority 联络方式：781-848-1484。(Chinese, Simplified)

Attachment D: Legal Notice Translation

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Este documento es con el propósito de información solamente. La versión en Inglés de este documento es la que se considera válida legalmente. (Spanish)

Este documento é para fins informativos. Somente a versão em inglês deste documento é considerada um documento legalmente obrigatório. (Portuguese)

Dokiman sila a se pou enfòmasyon sèlman. Se vèsyon angle dokiman sila a nou konsidere antanke dokiman ki angaje devan lalwa. (Haitian Creole)

本檔僅供資訊瞭解之用。只有本檔的英文版本被看成具有法律效率的檔。
(Chinese, Traditional)

本文件仅供信息了解之用。只有本文件的英文版本被看成具有法律效率的文件。
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ឯកសារចងក្រងកាតព្វកិច្ចតាមផ្លូវច្បាប់។ (Mon-Khmer, Cambodian)

Tài liệu này chỉ nhằm mục đích thông tin. Phiên bản tiếng Anh của tài liệu này được xem là một tài liệu có tính ràng buộc về mặt pháp lý. (Vietnamese)

Dokumentigan waa mid loogu tala galay mid wargelin ahaan oo kaliya. Qeybta ku qoran afka Ingiriiska ee dokumentigan ayaa u taagan dokumentiga sharciga ah. (Somali)

لا يستخدم هذه الوثيقة إلا للأغراض المعلوماتية فحسب. يعتبر الإصدار الإنجليزي لهذه الوثيقة وثيقة ملزمة قانونياً.

(Arabic)

Ce document est fourni à titre d'information uniquement. La version anglaise de ce document a caractère obligatoire. (French)

Il presente documento ha esclusivamente scopo informativo. La versione inglese del presente documento è il documento legalmente vincolante. (Italian)

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Το παρόν έγγραφο είναι μόνο πληροφοριακό. Η Αγγλική εκδοχή του θεωρείται νομικά δεσμευτικό έγγραφο. (Greek)

Niniejszy dokument służy wyłącznie celom informacyjnym. Angielska wersja tego dokumentu jest prawnie obowiązująca. (Polish)

이 문서는 정보 제공용입니다. 이 문서의 영문판은 법적 구속을 받는 문서로 간주됩니다. (Korean)

この文書は情報提供のみを目的としたものです。本文書の英語版は法的効力を持つ文書となります。(Japanese)

Այս փաստաթուղթը տեղեկատվական և պատահականորեն համար է միայն: Այս փաստաթղթի անգլերեն տարբերակն է համարվում իրավաբանորեն պարտավորեցնող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຈເລື້ອໃນໃຈ, ດປະສົງຂອງການໃຫ້ເຂົ້າໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ ທີ່ໃຊ້ ແບ່ນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (Lao)

Ovaj dokument služi samo u informativne svrhe. Verzija ovog dokumenta na engleskom jeziku se smatra zakonski obavezujućim dokumentom. (Serbo-Croatian)

یہ دستاویز صرف معلوماتی مقاصد کیلئے ہے۔ اس دستاویز کا انگریزی ورژن قانونی طور پر پابند کرنے والا دستاویز ہے۔

(Urdu)

આ દસ્તાવેજ માત્ર માહિતીના હેતુઓ માટે જ છે. આ દસ્તાવેજનું અંગ્રેજી સંસ્કરણ કાનૂની રીતે બાધ્ય દસ્તાવેજ ગણવામાં આવશે. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น ฉบับภาษาอังกฤษของเอกสารนี้ถือเป็นเอกสารที่มีภาระผูกพันตามกฎหมาย

(Thai)

این سند صرفاً جهت اطلاع می باشد. تنها نسخه انگلیسی آن از لحاظ قانونی یک سند تعهدآور است.

(Farsi)