# Language Access Information Session

## Department of Housing
December 3, 2024
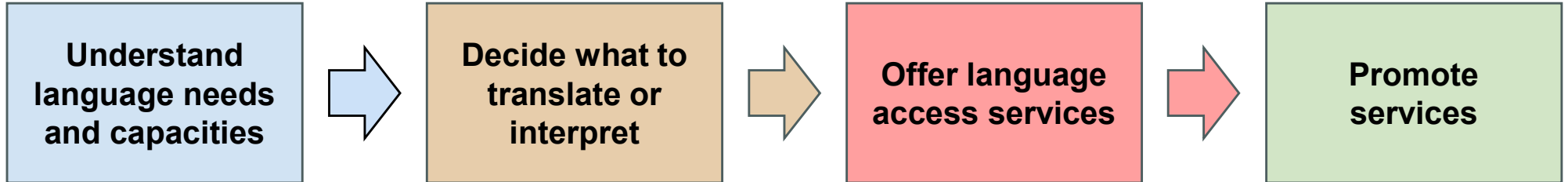
**Language Access:** a practice for ensuring individuals with Limited English Proficiency (LEP) or who are Deaf or Hard of Hearing are provided reasonable access to the same services as English-speaking individuals

| Understand language needs and capacities | → | Decide what to translate or interpret | → | Offer language access services | → | Promote services |
|---|---|---|---|---|---|---|

**Federal Requirement:** As a recipient of federal funds, the City of Pasadena and its sub-recipients are required to ensure meaningful access to services, programs, and activities for people with limited English proficiency.

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# Contract Language

[Sub-Recipient] will provide necessary translation and interpretation services to non-English speakers and limited English proficient ("LEP") persons. This includes translation of vital documents and access to interpreters for verbal communications in relevant languages. [Sub-Recipient] will maintain compliance with applicable laws, including Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, to ensure that LEP individuals can fully participate in the program's services. These services include translation of vital documents and access to interpreters for verbal communications in relevant languages, as identified in the following website:
https://www.cityofpasadena.net/housing/fair-housing/

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# Language Needs

- Initial Focus on Spanish
  - > To meet the needs of our largest LEP group, requirements for translation/interpretation into Spanish will go into effect first.

- Assessment of Language Needs
  - > The CoC's language usage/needs will be assessed throughout the year to identify additional language requirements, if any.

- Expansion to Additional Languages
  - > Based on the assessments, other languages may be added to ensure accessibility.

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# Providing Language Assistance

- Assessing need & identifying language
  - > Allow participant to identify their preferred language
    - Don't assume
  - > Communicated by participant
  - > "I speak" card
    - Examples can be found at www.lep.gov/translation#toc-language-identification-and-i-speak-cards
  - > Staff determination

- Utilize tools
  - > Existing bilingual staff and volunteers
  - > Language Access Line
  - > Family & friends-USE CAUTION
  - > Online translation/interpretation options (e.g., Google Translate)-USE CAUTION

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5

# I Speak Card (example)

## Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

**Albanian**

**Shqip**

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.

**Amharic**

**አማርኛ**

ያለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትን የሚፈልጉትን ቋንቋ በመምረጥ ያመልክቱ። አስተርጓሚ አስከሚ-ደርስ እባክዎ ይታገሱ።

**Arabic**

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشير باصبعك الى لُغتك كي نستدعي المترجم المعني. يُرجى منك الإنتظار لحين استدعاء المترجم.

**Armenian**

**Հայերեն**

Դուք իրավունք ունեք անվճար թարգմանչի ծառայություն ստանալու։ Խնդրում ենք մատնանշել Ձեր լեզուն և Ձեր համար թարգմանիչ կկանչվի։ Խնդրում ենք սպասել։

**Bengali**

**বাংলা**

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে।অনুগ্রহ করে অপেক্ষা করুন।

**Cape Verdean Creole**

**Criolu di Cabu Verdi**

Nhôs tem direito a um intérprete gratuito di nhôs lingua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.

**Chinese - Simplified**

中文

你有权利要求一位免费的传译员。 请指出你的语言。传译员将为你服务, 请稍候。

**Chinese - Traditional**

中文

你有權利要求一位免費的傳譯員。 請指出 你的語言。傳譯員將為你服務, 請稍候。

**Chuukese**

**Fosun Chuuk**

Mi wor om pungun pwe ewpe wor noum chon chiaku me esap wor niwinin ngonuk. Kose mochen kopwe atapa om pwisin fosun fonu. Aupwe kokori emon chon chiaku. Kose mochen kopwe uitikem.

**Dari**

دری

شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.

**French**

**Français**

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

**German**

**Deutsch**

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.

**Greek**

**Ελληνικά**

Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα εδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.

**Haitian Creole**

**Kreyòl Ayisyen**

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

**Hebrew**

עברית

יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא, אנא המתן.

**Hindi**

हिंदी

आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।

**Hmong**

**Hmoob**

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.

**Italian**

**Italiano**

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

**Japanese**

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

**Khmer**

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# Notification of Language Services

- Signage in English and Spanish
  - > Post visible signs around service locations indicating the availability of Spanish language services.

- Website and Social Media
  - > Advertise information about the availability of Spanish language services.

- Outreach Materials
  - > Indicate the availability of Spanish language services on printed materials.

- Staff Communication
  - > Train staff to inform clients about the availability of Spanish language services.

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- Interpretation
  - > Oral translation can be provided by:
    - Oral interpretation services
    - Bilingual staff
    - Telephone interpreter service lines/Language Lines
  - > MUST be provided to all LEP speakers regardless of number of speakers
  - > Interpretation must <u>always</u> be available to LEP speakers
    - Face-to-face meetings
    - Phone calls, intake lines
    - Recorded info lines
  - > Spanish interpretation is required
    - Other languages optional for now

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- Considerations for interpreters
  - > Do not rely on self-identification as bilingual
    - Consider instituting a method for assessing proficiency
  - > Priority is the interpreter's competence in light of the type of services provided
  - > Use of family members, children, friends, and untrained volunteers is discouraged
    - LEP persons are permitted to use family members, children, friends, and untrained volunteers, if they elect to do so.

- Immediate availability of interpretation is required
  - > In-person interpretation through bilingual staff or volunteers
  - > Telephone/video using contracted services (e.g., Language Line)

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## Department of Housing

- Translation
  - Written translation of vital documents
  - Spanish translation is required
    - Other languages optional for now

- What is a "vital document"?
  - Vital Documents are any materials that are **essential to an individual's ability to access services** provided by the organization or are required by law.
  - **Depends on the importance** of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner
  - Federal guidance encourages agencies to **create a plan** for consistently determining, over time and across its various activities, what documents are "vital" to the meaningful access of the LEP populations they serve.

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10

## Department of Housing

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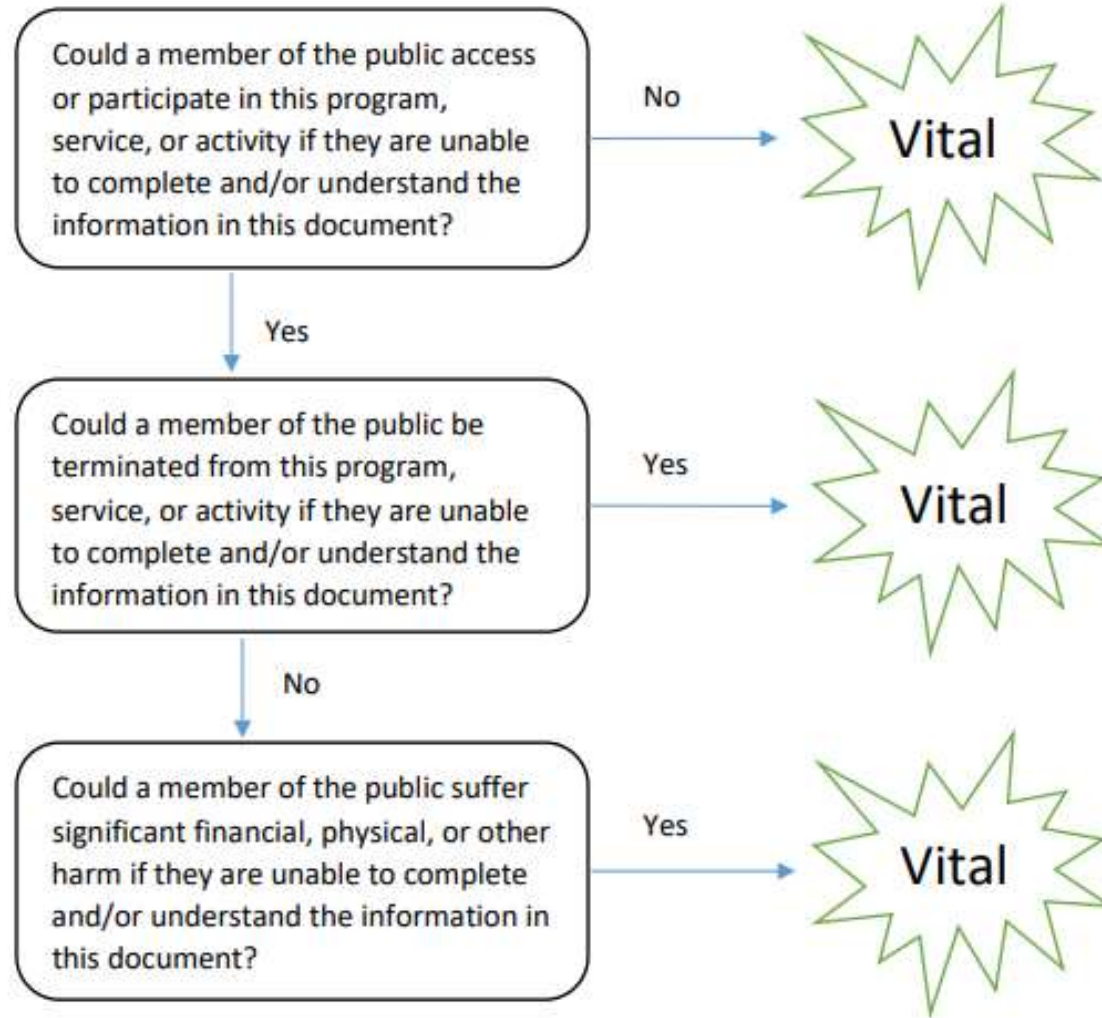
# Sub-Recipient Documents

## Types of Documents that may be considered "vital"*:

- Advertisement of Services, Flyers, Social Media Posts, etc.
- Application or Intake forms
- Complaint/Grievance forms
- Program Policies (Grievance, Termination)
- Signage at Service Locations
- Authorization to Release Information
- Service Plans
- Model Lease (actual lease must be in English)
- Notice of Rent Change
- Notice of Annual Inspection
- Other correspondence regarding changes to rental assistance including but not limited to recertification documents, proposed termination, appointment letters, and overpayment related correspondence.

*This list is not exhaustive. Sub-Recipients will need to review their own files and program-specific forms to determine what needs to be translated.

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- Pasadena Partnership Forms:
  - Homelessness Verification
  - Income Verification
  - Disability Verification
  - Homelessness Prevention Eligibility Evaluation
- Will by be translated by June 30, 2025

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- LAHSA has already translated many forms that are used in Pasadena:
  - Examples:
    - HMIS Consent
    - CES Survey
    - Prevention Targeting Tool

- Multilingual System And Programmatic Documents
  - https://bit.ly/3B0ISWC

- Document Library
  - https://www.lahsa.org/documents

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# Multilingual System And Programmatic Documents

## Department of Housing



| LAHSA | Los Angeles Homeless Services Authority | | Search | Help ▾ | Sign In |

Home   About   CES   Get Help   Get Involved   Providers   **News**   Documents   Calendar   Data   Jobs   Accessibility Tools ▾        Select Language ▼

### NOW AVAILABLE: MULTILINGUAL SYSTEM AND PROGRAMMATIC DOCUMENTS

**Published** April 18, 2019 | **Last updated** September 20, 2021 | 11,816 total views

In an effort to ensure LA's diverse population has access to important information as it relates to the Coordinated Entry System and LAHSA's programs, LAHSA has translated 26 of the participant facing System and Programmatic documents into the threshold languages of the county which include Arabic, Armenian, Farsi, Khmer, Korean, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese. These translated documents will reduce language and accessibility barriers for clients with limited English proficiency.

To download these forms please click on the link below indicating your preferred language.

Arabic

Armenian

Farsi

Indonesian

Japanese

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# Document Library

## DOCUMENT LIBRARY

**Refine your Search**

**By Project**
- ○ CES for Families
- ○ CES for Single Adults
- ○ CES for Youth
- ○ CES Policy Council
- ○ Commission
- ○ Continuum of Care
- ○ Homeless Count
- ○ Measure H
- ○ NOFA
- ○ Winter Shelter Program

**By Program Type**
- ○ Access Center (SSO)
- ○ Bridge Housing (ES)
- ○ Crisis Housing (ES)

Search

About 5641 items in this library

Sort by: Trending (7 days)

- CES Access Center Directory
- Winter Shelter List - English
- LA COC Homelessness Verification Form 6053
- LAHSA Interim Housing List (English)
- Hc App One Pager
- Universal Dhs-Dmh-Lahsa Interim Housing Referral Form
- LA COC Verification Of Disability Form 2833
- Homeless Prevention Assistance Flyer
- LAHSA Org Chart
- Fy2024-2025 Safe Parking Sites

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# VAWA Documents

Required VAWA Documents are available on LAHSA and Pasadena Partnership website

- Notice of Occupancy Rights under VAWA (HUD Form 5380)

- Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternative Documentation (HUD Form 5382)

If your agency has its own Emergency Transfer Plan, it must be translated into Spanish.

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# Funding

- Can use the funding already in your contracts!

- Do not need to use admin funds

- Translation/Interpretation costs can be billed to the line item associated with providing the services under that line item

  > Ex: Supportive services- language line, translation of Grievance Policy

  > Ex: Rental assistance- translation of annual certification paperwork

  > Ex: Motel- translation of intake paperwork, interpretation serves

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# LEP Resources

Be resourceful in providing language assistance as long as the quality and accuracy of language services are not compromised.

The sub-recipient itself need not provide the assistance but may decide to partner with other organizations to provide the services.

Lists of translation/interpretation services can be found at:

- American Translators Association

- HUD's official LEP website:
  - > https://www.lep.gov/language-access-planning
  - > Scroll down to Procurement of Language Services
  - > Click Professional Services-Language Services, Translation and Interpretation Services

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# LEP Resources

## Department of Housing

# Complaints

- Must provide participants with a method of submitting complaints regarding language access

- Must inform participants of how to submit a complaint (in English and Spanish)
  - > May be embedded within existing Grievance Policy
  - > Can be communicated with language assistance services info

- Complaint/grievance forms may be used and must be translated but cannot be required
  - > Examples of complaint forms are available on Housing website: https://www.cityofpasadena.net/housing/fair-housing/

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# Timeline

- January 31- Identify which documents are considered vital

- February 29 - Create notification of availability of Language Assistance Services
  - Include how to submit a complaint

- April 30 - Translate all vital documents.
  - Spanish required. Other languages optional for now.

- May 31 - Establish a protocol and resources for providing interpretation services
  - Spanish required. Other languages optional for now.

- July 1 - Implementation
  - Encouraged to implement translation/interpretation services as they become available.

Agencies will be provided with a SharePoint folder to upload the above documents.

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# Questions?

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