

Hudson Housing Authority
Four Factor Analysis and
Language Access Plan



January 2026

This is an important document. Please contact Hudson Housing Authority at 978-562-9268 for free language assistance

Spanish Información en Español	Este documento es muy importante. Favor de comunicarse con el Hudson Housing Authority en 978-562-9268 para ayuda gratis con el idioma.
Portugese	Este é um documento importante. Entre em contato com o Hudson Housing Authority no número 978-562-9268 para obter assistência gratuita com o idioma.
Hatian	Dokiman sila a enpòtan. Tanpri kontakte Hudson Housing Authority la nan 978-562-9268 pou asistans gratis nan lang.
中國傳統信息	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 Hudson Housing Authority 聯絡方式：978-562-9268。
简体中文信息	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 Hudson Housing Authority 联络方式：978-562-9268。
Russian	Это весьма важный документ. Свяжитесь с сотрудником Hudson Housing Authority на предмет оказания бесплатной помощи по переводу на иностранный язык. (978-562-9268)
Vietnamese Thông tin bằng tiếng Việt	Đây là một tài liệu quan trọng. Vui lòng liên hệ Hudson Housing Authority tại 978-562-9268 để được hỗ trợ ngôn ngữ miễn phí.
Somali	Kani waa dukumentiyoo muhiim ah. Fadlan Hudson Housing Authority kala soo xiriir 978-562-9268 si aad u hesho gargaar xagga luqadda oo bilaash ah.
French Informations en Français	Ce document est très important. Veuillez contacter le Hudson Housing Authority au 978-562-9268 afin d'obtenir une assistance linguistique gratuite.
Italian	Il presente è un documento importante. Si prega di contattare il Hudson Housing Authority al 978-562-9268 per avere assistenza gratuita per la traduzione.
Greek	Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Hudson Housing Authority στο τηλέφωνο 978-562-9268 για δωρεάν γλωσσική βοήθεια.
Polish	Jest to ważny dokument. Proszę skontaktować się z Hudson Housing Authority pod numerem 978-562-9268 aby uzyskać bezpłatną pomoc językową.
Korean	이것은 중요 문서입니다. 무료 언어 지원을 위해서는 978-562-9268 Hudson Housing Authority 에 연락하십시오.
Japanese	これは重要な文書です。無料の言語サービスについては、978-562-9268 の Hudson Housing Authority までご連絡ください。

Armenian	Այս կարևոր փաստաթուղթ է. Խնդրում ենք կապ հաստատել Hudson Housing Authority-ի հետ 978-562-9268 հեռախոսահամարով անվճար լեզվային օգնության համար:
Lao	ນີ້ແມ່ນເອກະສານສໍາຄັນ. ກະລຸນາຕິດຕໍ່ກັບ Hudson Housing Authority ທີ່ 978-562-9268 ເພື່ອຮັບການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.
Serbo-Croatian	Ovo je važan dokument. Za besplatnu jezičnu pomoć kontaktirajte Hudson Housing Authority na 978-562-9268.
Urdu	Hudson Housing Authority یہ ایک اہم دستاویز ہے۔ براہ کرم مفت لسانی مدد کے لیے 9268-562-978 پر سے رابطہ کریں۔
Gujarati	આ મહત્વનું દસ્તાવેજ છે. કૃપા કરીને ત્રિ:શુદ્ધ મિત્ર સહાય મિટ્રે 978-562-9268 પર Hudson Housing Authority ની સંપર્ક કરો.
Thai	นี่เป็นเอกสารที่สำคัญ โปรดติดต่อ Hudson Housing Authority ที่หมายเลข 978-562-9268 เพื่อขอรับบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่าย
Farsi (Persian)	Hudson Housing Authority این یک سند مهم است. لطفا برای دریافت کمک زبانی رایگان با تماس بگیرد 978-562-9268 به شماره

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Attachment A Four Factor Analysis

I. Introduction

The Hudson Housing Authority (“HHA”) provides decent safe and affordable housing to low-income families in the Hudson area. The HHA administers public housing and voucher assistance with an office located at 8 Brigham Circle, Hudson, MA.

The HHA is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken. To that end, the Hudson Housing Authority has prepared this Four Factor Analysis and Language Access Plan (LAP) to further assist the agency to ensure meaningful access to individuals with Limited English Proficiency (LEP) in relation to its housing programs. This policy has been prepared with the consideration of the Department of Housing and Community Development’s (DHCD) “LAP Guidance to Program Administering Entities” (DHCD LAP Guidance), issued dated April 2017 as well as relevant Public Housing Notices.¹

LEP persons are defined by DHCD as “someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with HHA services, programs, or activities.”² The HHA will use this definition when it is on the basis of National Origin.

¹ Massachusetts Department of Housing and Community Development is now Executive Office of Housing and Livable Communities (EOHLC)

² *Commonwealth of Massachusetts Department of Housing and Community Development Language Access Plan*, Massachusetts Department of Housing and Community Development at 1 (April 2017).

II. Purpose

The purpose of this plan is to ensure that applicants, tenants, and participants have meaningful access to services, programs, and activities, although they may be limited in their English language proficiency. The Language Access Plan (LAP) is a management tool that provides an administrative blueprint for ensuring compliance with language access requirements.

This document was created to further identify and assess LEP communities, describe objectives for work to be performed, address funding and resource issues, provide notice of language assistance services, address the training of staff as to policies and procedures, and provide a vehicle for steps to monitoring and updating the plan, policies, and procedures.

It is intended that this document achieve the following goals:

1. Ensure meaningful access to the HHA's housing programs by all eligible individuals regardless of primary language spoken.
2. Ensure that HHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.

The HHA's Language Access Plan is intended as guidance and does not create individual rights or entitlements, nor does it establish HHA duties or process beyond what is required under applicable law. Further, the documents referenced within the plan or attached as exhibits may be modified from time to time as additional resources become available or are deemed more appropriate for use by the HHA. The documents referenced in exhibits and procedures outlined herein are illustrative and may be substituted without board approval. Changes to said forms and procedures will be consistent with applicable laws and the goals and policies set forth in this LAP.

III. Agency Language Access Needs Assessment – Four Factor Analysis

In Attachment A the HHA has evaluated the four factors set forth by HLC to determine the tasks the HHA will undertake to meet the objective of providing meaningful access to HHA's services, programs, and activities. The four factors under consideration for this analysis are:

1. Number or proportion of Limited English Proficient (LEP) persons served or encountered in the Eligible Service Population;
2. The frequency with which persons with LEP come in contact with HHA programs;
3. Nature and importance of the program, activity or service provided by the HHA; and
4. The resources available to the agency and/or costs incurred by the agency.

For this Analysis see Attachment A to this document. This attachment A may be amended from time without the necessity to amend the full Language Access Plan unless the HHA deems such analysis requires an update of the LAP.

IV. Putting the Analysis into Action: The Language Access Plan

This Language Access Plan represents the HHA's administrative blueprint to provide meaningful access to its services, programs, and activities on the part of LEP individuals. It outlines the tasks the HHA will undertake to meet this objective. This LAP seeks to ensure reasonable, meaningful access to HHA services, programs, and activities for persons with LEP consistent with fiscal limitations.

A. HHA Language Access Coordinator

The HHA will assign a Language Access Coordinator (LAC) to oversee activities stated within this LAP. The HHA may reassign the LAC on an as needed basis without modifying this Plan. Currently, the Executive Director is the assigned LAC for the HHA. The LAC is responsible for the implementation of this plan, periodic updates and to address complaints related thereto.

B. Language Service Policies and Protocols including manner of identification of LEP individuals who require language assistance

The following sections describe how LEP individuals who require language assistance may be identified and provided with the same. This includes identification of LEP individuals who require language assistance, how language services will be provided and procedures for providing notice to LEP persons of services available to residents and applicants. This section describes steps to communicate in oral and written form.

1. For the main office

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 HHA offices needing language assistance.

The HHA main office has contracted with a telephonic interpretation service, Proprio Language Services, and translations where available from HUD and HLC will be utilized at this location.

The translated documents listed in the resources assessment are used at this location. Specifically, applications and notices related to State Assisted Housing are all available in the following LEP languages at this location: Spanish, Portuguese, Haitian Creole, Russian, Vietnamese, and Chinese. Language access forms and their use are described below.

Applications for the HCV Program are available in Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese at this location.

2. Notice of Language Access Services

This section describes procedures for providing notice to LEP persons of services available to residents and applicants.

In order to help identify LEP individuals and determine the appropriate language assistance, the HHA will post and make available “I Speak Cards” also known as “Language Identification Flashcards” at their offices. An example of one such card is attached to this document as **Exhibit A**. These cards will be prominently displayed in the reception area.

The Notice of Availability of Language Assistance serves to ensure that LEP individuals are aware of the language services available to them. The HHA will post LEP notices in multiple languages

in the HHA's common areas, on the HHA's website, and will make LEP notices available upon request. The HHA will post an explanatory sign in easily understood terminology (such as "Interpretation services available") translated into the languages most frequently encountered. Applicants, tenants, and program participants can use this sign to indicate their primary language. An example of one such sign is attached as **Exhibit B**.

Staff and points of entry with the public such as receptionists will also be provided with a document which states, "One Moment Please" in 18 different languages attached as **Exhibit C**. This can be used to hold up to an LEP individual when contacting a bilingual staff member or making a call for Over the Phone Interpretation (OPI). This card also has a phonetic pronunciation so it may be used with LEP callers.

The Language Advisory is a notice that states, "this is an important document, please contact the HHA at ... for free language assistance." See **Exhibit D** for an example. This language advisory is provided to applicants and participants who are known not to speak English. (760 CMR 4.02 (1) (f)). It is also attached to any important documents which have not been translated when given to known LEP speakers.

This document is available in Spanish, Portuguese, Haitian, Chinese, Russian, Vietnamese, Somali, French, Italian, Greek, Polish, Korean, Japanese, Armenian, Lao, Serbo- Croatian, Urdu, Gujarati, Thai, and Farsi. This will be placed on important documents when they are provided to a known LEP speaker.

a. Oral Interpretation

Oral interpretation is provided in a timely manner and will not effectively deny or cause an undue burden or delay relating to important services, benefits, or rights and will be provided by competent individuals.

- i. *Oral Interpretation – Over the Phone Interpretation (OPI):* When the family points to the desired language on the I speak card or other document or otherwise informs the HHA of the need for interpretation the HHA staff person will request services for OPI. (Unless a bilingual staff member is immediately available.)

Procedure memos are provided to staff for this protocol and are updated interpretation vendors change. The contact card and pin for OPI are maintained at the reception area. Staff are provided with a video explaining the procedures for using OPI.

OPI– for Administrative Staff

- 1) *Utilize the OPI 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 manage 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.*

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.**

ii. *Oral Interpretation - In Person Assistance:* Bi-lingual staff are used as a first option if they are available to interpret. Subject to budget constraints in limited instances where telephone interpretation services are determined insufficient to ensure meaningful access, the HHA 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. 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 HHA will generally strive to use telephonic assistance, as resources permit.

The following agencies are often available to assist: the Hudson Senior Center has Portuguese bilingual staff, and the Hudson Health Department has Portuguese and Spanish bilingual staff.

- iii. If the LEP individual does not wish to use the free interpretation services offered by the HHA, the LEP individual may provide their own qualified interpreters at their own expense.
- iv. *Oral Interpretation - Use of Other Interpreters not provided by the HHA:* As noted above, LEP individuals will be informed that the HHA will provide them with free access to oral interpretation services via 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 is advised to be alert to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends, such as in domestic violence situations. If HHA staff persons have questions about the appropriateness of allowing family and friends as interpreters, they should consult with the LEP coordinator for guidance. The HHA reserves the right to also have an additional qualified interpreter present if it is deemed necessary by the HHA. At the discretion of the HHA a professional interpreter may be required even in cases where the family has elected to utilize their own informal interpreter.

The use of minor children is *strongly* discouraged by the HHA, and the HHA will always attempt to use OPI or another qualified interpreter in place of a minor child.

b. Written Language Services (Translation)

The HHA strives to translate documents that are vital to meaningful program access as resources permit. The HHA will attempt to provide written translation of vital documents into languages encountered by 5%³ or 1000 people, whichever is less, of the population of persons eligible to be served or likely to be encountered. Vital documents are those critical for ensuring meaningful access to the recipients' 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 the benefits of the program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied access.

The HHA considers 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 in determining if a document should be considered a vital document.

For documents that are highly individualized, such as the factual portion of ineligibility, termination, or appeal notices, the HHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above. This may mean individual components will still require interpretation.

The following are priorities for translations at the HHA:

- (1) For LEP applicants, translations of notice of availability of language services, important matters concerning marketing and initial eligibility for public housing programs administered by the HHA and denials;
- (2) For LEP residents, translating a notice of language services and for important matters which impact continuing eligibility in their housing programs and termination or eviction as applicable.

The following are considered vital documents by the HHA. The status of translation is listed in the chart.

³ If the 5% is less than 50 the HHA will offer oral interpretation rather than translation on an as needed basis.

Vital Document List

<i>Document Name</i>	Program	Language(s)
Language Advisory	All Programs	Spanish, Portuguese, Haitian, Chinese, Russian, Vietnamese, Somali, French, Italian, Greek, Polish, Korean, Japanese, Armenian, Lao, Serbo-Croatian, Urdu, Gujarati, Thai, and Farsi
I Speak Card	All Programs	38 Languages
Notice of Availability of Language Assistance	All Programs	34 Languages
“One Moment Please”	All Programs	18 Languages
Notice for Translated Documents	All Programs	Spanish, Portuguese, Haitian Creole, Chinese, Russian, Mon-Khmer, Cambodian, Vietnamese, Somali, Arabic, French, Italian, Greek, Polish, Korean, Japanese, Armenian, Lao, Serbo-Croatian, Urdu, Gujarat, Thai, Farsi
Applications	State Public Housing	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Applications	Housing Choice Voucher	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Applications	Federal Public Housing	No Translations attach Language Advisory
Denial Notice	State Public Housing	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Screening and Required Documents (B forms),	State Public Housing	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Notice of HA Determinations and Required Documents (C forms)	State Public Housing	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Unit Offers (D forms).	State Public Housing	Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese
Termination Notice	Housing Choice Vouchers	No Translations attach Language Advisory
Denial Notice	Federal Public Housing and Housing Choice Vouchers	No Translations attach Language Advisory
Notice to Quit	Federal and State Public Housing	No Translations attach Language Advisory

The HHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants, participants and/or residents, and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

Notice for Translated Documents - In the case of legally binding documents such as a lease, a translated copy of the document will be provided upon request if available. 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.” In the alternative, where translated forms are provided, clients will be provided with notice that the English version of the document is the binding version by attaching the notice at **Exhibit E** to the translated version of the document.

c. Notice to Public

The HHA will incorporate multi-lingual messages into program outreach documents which will state how a LEP person may request interpreter services. An example of one such message is, “This is an important document. Please contact the HHA for free language assistance.” These messages will be in the most commonly spoken LEP languages. (See **Exhibit B and D**).

The HHA will prominently post at its office and on its website multi-lingual notices of the right to request free interpretation services.

State Assisted Housing applications currently elicit information to allow applicants to self-identify an LEP language. Further, during the full application screening at the HHA and at annual recertification applicants and residents may request language support.

The HHA partners with community agencies such as The Hudson Senior Center and The Hudson Health Department who work with LEP persons to solicit their assistance and cooperation in providing the necessary notification and assistance to LEP persons.

C. Commitment to Furthering the Objectives of the LEP on an Ongoing Basis

1. Staff Training

This section addresses staff training to ensure staff members know their obligations to provide meaningful access to information and services for LEP persons.

The HHA LAC will disseminate the LAP to relevant program staff. The HHA LAC will also ensure relevant staff are trained as to their responsibilities with regard to the LAP to ensure staff members know their obligations to provide meaningful access to information and services for LEP persons.

Further, staff who are likely to have contact with LEP populations and who will be responsible for implementing the protocols described herein will be trained to appropriately respond to LEP applicants, participants, or tenants. These staff members will all be required to review this LAP upon its adoption or upon commencing employment at the HHA. In addition, the HHA will ensure that staff with frequent contact with the public or assisted families and tenants will attend training on Language Access in person or via online platform periodically. The LAC will select the type and location of training.

2. Agency Monitoring

This section describes the monitoring process to periodically assess the effectiveness of the program. The LAP coordinator will conduct periodic quality control reviews to ensure that staff persons are implementing the LAP appropriately.

A means of monitoring to assess the effectiveness of the program will also be to determine the translation and interpretation encounters. Use of the services is demonstrative evidence that clients are informed and taking advantage of them.

At least every two years, the HHA will review this LAP and, if needed, update the LAP.

3. *Complaints*

A complaint⁴ may be filed with the HHA Language Access Coordinator if an individual believes they have not received the services set out in this Plan. Complaints should be filed within six (6) months of the action. To file a complaint with the LAC please submit the written complaint to:

Language Access Coordinator
Hudson Housing Authority
8 Brigham Circle
Hudson, MA 01749

⁴ *This is not an exclusive list in which to make complaints against the HHA. You are always entitled to any applicable appeal rights under applicable law. This is the HHA internal appeal procedure.*

Exhibit A “I Speak Card” also known as “Language Identification Flashcards”

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p>	1. Arabic
<input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք Նշում՝ կատարե՞ք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:</p>	2. Armenian
<input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p>	3. Bengali
<input type="checkbox"/> <p>ល្អមចញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p>	4. Cambodian
<input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p>	5. Chamorro
<input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p>	6. Simplified Chinese
<input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p>	7. Traditional Chinese
<input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p>	8. Croatian
<input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p>	9. Czech
<input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p>	10. Dutch
<input type="checkbox"/> <p>Mark this box if you read or speak English.</p>	11. English
<input type="checkbox"/> <p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.</p>	12. Farsi

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<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратикъ уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องดำท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

Exhibit B Notice of Availability of Language Assistance

Interpreter Services

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

<p>Albanian Shqip</p> <p>Keni të drejtën për përkthyes falas gjatë vizitës mjekësore. Ju këmbëgjejmë me gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për vizitën mjekësore.</p>	<p>Haitian Creole Kreyòl Ayisyen</p> <p>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa wi la. N ap rèsye yon entèprèt pou ou. Tanpri ret tann.</p>	<p>Russian Русский</p> <p>Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.</p>
<p>Amharic አማርኛ</p> <p>ለህክምና ወይ ለክትትል አገልግሎት ለመገኘት ለሌሎች ፡፡ የሚገኙትን ለሚገኙትን ቋንቋዎች ለመተባበር ፡፡ ለአገልግሎት ለሚገኙት ፊርማ ለውሳኔ ፡፡</p>	<p>Hebrew עברית</p> <p>יש לך זכות להשתמש בשירותי של מתורגמן ללא תשלום. אנא הצבע על השפה שלך. מיד ניצור קשר עם מתורגמן. אנא המתן.</p>	<p>Serbo-Croatian Srpsko-Hrvatski jezik</p> <p>Vi imate pravo na besplatnog prevodilaca. Molimo vas da pokazete na vas govorni jezik. Lagalan prevodilac ce biti pozvan. Hvala i molimo vas da scekate.</p>
<p>Arabic عربي</p> <p>يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يرجى منك أن تشير إلى اللغة التي تتحدث بها للمترجم المعني. يرجى منك الانتظار لعين استمضاء المترجم.</p>	<p>Hindi हिन्दी</p> <p>आपको नि:शुल्क दुर्भाषिया (अनुवादक) प्राप्त करने का अधिकार है। कृपया अपनी भाषा की ओर इशारा करें। एक दुर्भाषिया (अनुवादक) को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>	<p>Somali Soomaali</p> <p>Waxaad xaq u leedahay in tarjumaan la'aa'n ah laguugu yeero. Fadlan farta ku fiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sugi!</p>
<p>Armenian Հայերեն</p> <p>*Ang artikulo pangpangalindog ay nakilala sa Internet sa unang pagkakataon. Ito ay maaaring magkaroon ng mga pagpapalit sa mga artikulo sa Internet sa unang pagkakataon. Ito ay maaaring magkaroon ng mga pagpapalit sa mga artikulo sa Internet sa unang pagkakataon.</p>	<p>Hmong Hmoob</p> <p>Koj muaj cai txais kev pab txhais lus dsawb teis them nyiaj. Thov taw tes rau koj hom lus nov. Marn hu lus txhais lus. Thov nyob tos.</p>	<p>Spanish Español</p> <p>Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>
<p>Bengali বাংলা</p> <p>আপনার স্বাভাবিক ভাষায় বিনামূল্যে একজন প্রার্থী পাওয়া যাবে। অনুগ্রহ করে আপনার ভাষা চিহ্নিত করে দেখাতে দিন। একজন প্রার্থীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p>Italian Italiano</p> <p>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p>Swahili Swahili</p> <p>Ni haki yako kuwa na mtafiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafiri ataitwa. Tafadhali ngoja.</p>
<p>Cape Verdean Creole Criolu di Cabu Verdi</p> <p>Nhós tem direito a um intérprete gratuito de nhós língua. Mostra qual qui nhós língua pa nhé podi tohoma intérprete. Nhós aguarda um momento, por favor.</p>	<p>Japanese 日本語</p> <p>通訳を無料でご利用になれます。該当する言語を指示し、下さい。通訳を手配いたしますのでお待ち下さい。</p>	<p>Tagalog Tagalog</p> <p>Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Iuro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</p>
<p>Chinese 中文</p> <p>Cantonese Mandarin Taiwanese/Fukienese Min 广东话 普通话 台语 台语/福建话 闽语</p> <p>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。</p>	<p>Khmer ខ្មែរ</p> <p>លោក-អ្នកមានសិទ្ធិទទួលបានសេវាបកប្រែឥតគិតថ្លៃ។ សូមបញ្ជាក់ពីភាសាដែលលោក-អ្នក ចង់ប្រើប្រាស់សេវាបកប្រែឥតគិតថ្លៃ។ សូមរង់ចាំ។</p>	<p>Thai ไทย</p> <p>ท่านมีสิทธิขอความช่วยเหลือโดยไม่เสียค่าใช้จ่ายโดยทางเจ้าหน้าที่บริการของท่าน กรุณาชี้แจงว่าท่านต้องการบริการแปลภาษาใดบ้าง</p>
<p>French Français</p> <p>Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si il vous plait!</p>	<p>Korean 언어</p> <p>여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 "한국어"를 손가락으로 가리키 주십시오. 전문 통역자에게 연결 될 것입니다. 잠시만 기다려 주십시오.</p>	<p>Ukrainian Українська</p> <p>У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Чекайте, будь ласка.</p>
<p>German Deutsch</p> <p>Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p>Laotian ລາວ</p> <p>ທ່ານມີສິດຂໍບ່ອນແປພາສາໂດຍບໍ່ເສັຽຄ່າ. ກະລຸນາຊີ້ໃຫ້ຮູ້ພາສາຂອງທ່ານ. ນາຍົກສາວາຈະຖືກເອີ້ນມາ. ກະລຸນາລໍຖ້າ.</p>	<p>Urdu اردو</p> <p>آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔</p>
<p>Greek Ελληνικά</p> <p>Ένετα δικαιώματός σας να χρησιμοποιήσετε δωρεάν μία χειρική κομπίλα χρηματική επίδραση. Σας παρακαλούμε, υποδείξετε τη γλώσσα που μιλάτε. Θα ειδοποιησουμε ένα διαγλωσσικό. Παρακαλούμε περιμένετε.</p>	<p>Polish Język polski</p> <p>Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.</p>	<p>Vietnamese Tiếng Việt</p> <p>Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.</p>
<p>Portuguese Português</p> <p>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>		

Exhibit C “One Moment Please” in 18 different languages

One Moment Please

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew

Exhibit D Notice for Important Documents also known as “Language Advisory”

This is an important document. Please contact Hudson Housing Authority at 978-562-9268 for free language assistance

Spanish Información en Español	Este documento es muy importante. Favor de comunicarse con el Hudson Housing Authority en 978-562-9268 para ayuda gratis con el idioma.
Portugese	Este é um documento importante. Entre em contato com o Hudson Housing Authority no número 978-562-9268 para obter assistência gratuita com o idioma.
Hatian	Dokiman sila a enpòtan. Tanpri kontakte Hudson Housing Authority la nan 978-562-9268 pou asistans gratis nan lang.
中國傳統信息	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 Hudson Housing Authority 聯絡方式：978-562-9268。
简体中文信息	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 Hudson Housing Authority 联络方式：978-562-9268。
Russian	Это весьма важный документ. Свяжитесь с сотрудником Hudson Housing Authority на предмет оказания бесплатной помощи по переводу на иностранный язык. (978-562-9268)
Vietnamese Thông tin bằng tiếng Việt	Đây là một tài liệu quan trọng. Vui lòng liên hệ Hudson Housing Authority tại 978-562-9268 để được hỗ trợ ngôn ngữ miễn phí.
Somali	Kani waa dukumentiyoo muhiim ah. Fadlan Hudson Housing Authority kala soo xiriir 978-562-9268 si aad u hesho gargaar xagga luqadda oo bilaash ah.
French Informations en Français	Ce document est très important. Veuillez contacter le Hudson Housing Authority au 978-562-9268 afin d’obtenir une assistance linguistique gratuite.
Italian	Il presente è un documento importante. Si prega di contattare il Hudson Housing Authority al 978-562-9268 per avere assistenza gratuita per la traduzione.
Greek	Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Hudson Housing Authority στο τηλέφωνο 978-562-9268 για δωρεάν γλωσσική βοήθεια.
Polish	Jest to ważny dokument. Proszę skontaktować się z Hudson Housing Authority pod numerem 978-562-9268 aby uzyskać bezpłatną pomoc językową.
Korean	이것은 중요 문서입니다. 무료 언어 지원을 위해서는 978-562-9268 Hudson Housing Authority 에 연락하십시오.

Japanese	これは重要な文書です。無料の言語サービスについては、978-562-9268 の Hudson Housing Authority までご連絡ください。
Armenian	Այս կապերը փաստաթուղթ է. Խնդրում ենք կապ հաստատել Hudson Housing Authority-ի հետ 978-562-9268 հեռախոսահամարով անվճար լեզվային օգնություն համար:
Lao	ນີ້ແມ່ນເອກະສານສໍາຄັນ. ກະລຸນາຕິດຕໍ່ກັບ Hudson Housing Authority ທີ່ 978-562-9268 ເພື່ອຮັບການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.
Serbo-Croatian	Ovo je važan dokument. Za besplatnu jezičnu pomoć kontaktirajte Hudson Housing Authority na 978-562-9268.
Urdu	Hudson Housing Authority یہ ایک اہم دستاویز ہے۔ براہ کرم مفت لسانی مدد کے لیے 9268-562-978 پر سے رابطہ کریں۔
Gujarati	આ મહત્વનું દસ્તાવેજ છે. કૃપા કરીને ત્રિ:શુલ્ક ભાષા સહાય માટે 978-562-9268 પર Hudson Housing Authority ની સંપર્ક કરી
Thai	นี่เป็นเอกสารที่สำคัญ โปรดติดต่อ Hudson Housing Authority ที่หมายเลข 978-562-9268 เพื่อขอรับบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่าย
Farsi (Persian)	Hudson Housing Authority این یک سند مهم است. لطفا برای دریافت کمک زبانی رایگان با 978-562-9268 به شماره تماس بگیرید.

Exhibit E Notice for Translated Documents

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。
(Chinese, Simplified)

Этот документ приведен только со справочно-информационными целями. Английский вариант этого документа является юридически обязательным к исполнению. (Russian)

ឯកសារនេះគឺសម្រាប់ជូនជាព័ត៌មានតែប៉ុណ្ណោះ។ ឯកសារនេះជាការអង្កេតស្រាវជ្រាវបានចាត់ទុកជា
ឯកសារចម្លងភ្ជាប់កាតព្វកិច្ចតាមផ្លូវច្បាប់។ (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)

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

To 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 նպատակներին համար է նիւյն: Այս փաստաթղթի անգլերեն տարբերակն է համարվում իրավաբաններին պարտավորեցնող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຈເພື່ອໃຈໃນຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຈເປັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (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 ઉદ્દેશો 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)

Attachment A Four Factor Analysis

Attachment A: HHA’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 HHA):

See data below compiled by **the US Census American Community Survey 2023 (ACS)** of citizens of **Middlesex** County aged 5 years and over for which English is spoken “less than very well.” This information was provided to Local Housing Authorities by Executive Office of Housing and Livable Communities (EOHLC).

[INSERT LANGUAGES WITH CORRESPONDING NUMBER OF LEP PERSONS FOR THAT LANGUAGE AND % OF THE 5+ POPULATION FOR THE COUNTY]:

Language	Count	Middlesex County Percent
Spanish or Spanish Creole	38,846	2.30%
Portuguese or Portuguese Creole	27,023	1.60%
Chinese	25,334	1.50%
French Creole	8,445	0.50%
Vietnamese	5,067	0.30%
Russian	5,067	0.30%
Arabic	5,067	0.30%
Mon-Khmer, Cambodian	8,445	0.50%
African languages	3,378	0.20%
French (incl. Patois, Cajun)	3,378	0.20%
Italian	5,067	0.30%
Other Indic languages	5,067	0.30%
Other Indo-European languages	1,689	0.10%
Korean	5,067	0.30%
Greek	1,689	0.10%

Other Asian languages	3,378	0.20%
Polish	0	0.00%
Gujarati	1,689	0.10%
Hindi	1,689	0.10%
Japanese	1,689	0.10%
Tagalog	0	0.00%
Persian	0	0.00%
Other Slavic languages	0	0.00%
German	0	0.00%
Laotian	1,689	0.10%
Armenian	1,689	0.10%
Thai	0	0.00%
Urdu	0	0.00%
Serbo-Croatian	0	0.00%
Hebrew	0	0.00%
Other and unspecified languages	0	0.00%
Other Pacific Island languages	0	0.00%
Other Native North American languages	0	0.00%
Hmong	0	0.00%
Scandinavian languages	0	0.00%
Other West Germanic languages	0	0.00%
Hungarian	0	0.00%
Yiddish	0	0.00%

Counts were not provided in HLC tool. Count is obtained from US Census **QuickFacts Middlesex County, Massachusetts; population estimate - 1,668,956.**

According to the ACS Data, Spanish is the most common LEP Language in Middlesex County followed by Portuguese and Chinese.

(b). *Municipal Data [For use only where the % of LEP population speaking the language in the City/Town is greater than the percentage for the County]:*

See data compiled by **2023 5 Year American Community Survey** of citizens of **Hudson** aged 5 years and over for which English is spoken “less than very well.” This information was provided to Local Housing Authorities by Executive Office of Housing and Livable Communities.

[INSERT LANGUAGES WITH CORRESPONDING NUMBER OF LEP PERSONS FOR THAT LANGUAGE AND % OF THE 5+ POPULATION FOR THE CITY/TOWN]:

Hudson MA LEP Language	Count	Percent
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Spanish or Spanish Creole	252	1.60%
Portuguese or Portuguese Creole	1039	6.60%
Chinese	31	0.20%
French Creole	0	0.00%
Vietnamese	31	0.20%
Russian	0	0.00%
Arabic	0	0.00%
French (incl. Patois, Cajun)	0	0.00%
Italian	16	0.10%
Other Indic languages	0	0.00%
Other Indo-European languages	16	0.10%
Korean	47	0.30%
Other Asian languages	0	0.00%
Polish	0	0.00%
Thai	0	0.00%
Serbo-Croatian	0	0.00%
Other Pacific Island languages	0	0.00%
Other Native North American languages	0	0.00%
Gujarati	16	0.10%
Japanese	47	0.30%
Urdu	16	0.10%

Counts were not provided in HLC tool. Count is obtained from US Census **QuickFacts Hudson CDP, Massachusetts; population 15,749.**

According to the above ACS data, Portuguese is the most common LEP Language in Hudson is Portuguese at 6.6% followed by Spanish which is under 5% and does not exceed 1000 in number.

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

Language	Number	Percent
English	1408	97 %
Spanish	34	2 %
Haitian Creole	0	0 %

<i>Khmer</i>	0	0 %
<i>Portuguese</i>	2	< 0.1 %
<i>Russian</i>	2	< 0.1 %
<i>Vietnamese</i>	0	0 %
<i>Chinese</i>	0	0 %

Source PHN 2021-21 Attachment B: CHAMP System Languages)

(d). Tenant data (e.g., data on primary languages and communication preferences by language for estimating tenant LEP population served):

Internal HHA program Data for LEP languages establishes the most common LEP Language as Spanish and Portuguese as determined by requests for interpretation.

(e). Other (e.g., data on telephonic or in-person interpretation usage by language, data from surveying other organizations serving LEP persons in the HHA's region)

Below is Public Use Microdata Area (PUMA) in the statical geographic area assigned by the US Census Bureau Table B16001 2023 5 Year ACS data. [B16001: Language Spoken at Home by ... - Census Bureau Table](#)

Middlesex County (West Central) PUMA;		Massachusetts	
Language	Estimate	Percentage	
Total:	114,186		
Speak only English	92,659		
Spanish:	2,655		
Speak English "very well"	1,827		
Speak English less than "very well"	828	.7%	
French (incl. Cajun):	1,320		
Speak English "very well"	1,050		
Speak English less than "very well"	270	0.2%	
Haitian:	166		
Speak English "very well"	115		

Speak English less than "very well"	51	<.1%
Italian:	286	
Speak English "very well"	267	
Speak English less than "very well"	19	<.1%
Portuguese:	3,073	
Speak English "very well"	1,574	
Speak English less than "very well"	1,499	1.3%
German:	391	
Speak English "very well"	391	
Speak English less than "very well"	0	0%
Yiddish, Pennsylvania Dutch or other West Germanic languages:	101	
Speak English "very well"	101	
Speak English less than "very well"	0	0%
Greek:	148	
Speak English "very well"	148	
Speak English less than "very well"	0	0%
Russian:	859	
Speak English "very well"	624	
Speak English less than "very well"	235	0.2%
Polish:	59	
Speak English "very well"	59	
Speak English less than "very well"	0	0%
Serbo-Croatian:	3	
Speak English "very well"	3	
Speak English less than "very well"	0	0%
Ukrainian or other Slavic languages:	354	
Speak English "very well"	313	
Speak English less than "very well"	41	<.1%
Armenian:	17	
Speak English "very well"	7	
Speak English less than "very well"	10	<.1%
Persian (incl. Farsi, Dari):	292	
Speak English "very well"	215	
Speak English less than "very well"	77	<.1%
Gujarati:	301	
Speak English "very well"	226	
Speak English less than "very well"	75	<.1%
Hindi:	1,182	
Speak English "very well"	1,072	
Speak English less than "very well"	110	<.1%
Urdu:	133	
Speak English "very well"	133	

Speak English less than "very well"	0	0%
Punjabi:	478	
Speak English "very well"	314	
Speak English less than "very well"	164	0.1%
Bengali:	417	
Speak English "very well"	310	
Speak English less than "very well"	107	<.1%
Nepali, Marathi, or other Indic languages:	413	
Speak English "very well"	347	
Speak English less than "very well"	66	<.1%
Other Indo-European languages:	258	
Speak English "very well"	258	
Speak English less than "very well"	0	0%
Telugu:	476	
Speak English "very well"	332	
Speak English less than "very well"	144	0.1%
Tamil:	623	
Speak English "very well"	609	
Speak English less than "very well"	14	<.1%
Malayalam, Kannada, or other Dravidian languages:	307	
Speak English "very well"	263	
Speak English less than "very well"	44	<.1%
Chinese (incl. Mandarin, Cantonese):	4,210	
Speak English "very well"	2,603	
Speak English less than "very well"	1,607	1.4%
Japanese:	352	
Speak English "very well"	262	
Speak English less than "very well"	90	<.1%
Korean:	248	
Speak English "very well"	137	
Speak English less than "very well"	111	<.1%

Hmong:	58	
Speak English "very well"	38	
Speak English less than "very well"	20	<.1%
Vietnamese:	345	
Speak English "very well"	224	
Speak English less than "very well"	121	0.1%
Khmer:	4	
Speak English "very well"	4	
Speak English less than "very well"	0	0%
Thai, Lao, or other Tai-Kadai languages:	25	
Speak English "very well"	25	
Speak English less than "very well"	0	0%
Other languages of Asia:	249	
Speak English "very well"	243	
Speak English less than "very well"	6	<.1%
Tagalog (incl. Filipino):	197	
Speak English "very well"	150	
Speak English less than "very well"	47	<.1%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	105	
Speak English "very well"	66	
Speak English less than "very well"	39	<.1%
Arabic:	320	
Speak English "very well"	190	
Speak English less than "very well"	130	0.1%
Hebrew:	52	
Speak English "very well"	52	
Speak English less than "very well"	0	0%
Amharic, Somali, or other Afro-Asiatic languages:	15	
Speak English "very well"	15	
Speak English less than "very well"	0	0%

Yoruba, Twi, Igbo, or other languages of Western Africa:	92	
Speak English "very well"	92	
Speak English less than "very well"	0	0%
Swahili or other languages of Central, Eastern, and Southern Africa:	819	
Speak English "very well"	761	
Speak English less than "very well"	58	<.1%
Navajo:	0	
Speak English "very well"	0	
Speak English less than "very well"	0	0%
Other Native languages of North America:	66	
Speak English "very well"	66	
Speak English less than "very well"	0	0%
Other and unspecified languages:	58	
Speak English "very well"	27	
Speak English less than "very well"	31	<.1%

The most common LEP language is Chinese followed by Portuguese and Spanish. All are less than 5% and only Chinese and Portuguese are over 1000 in number. (For the entire PUMA area)

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]:

Tenant Documents: Portuguese

Applicant Documents: Spanish, Portuguese and Chinese

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

Persons with LEP contact the HHA in person, by mail, phone, or internet to apply, ask questions about the programs the Agency administers and for assistance once they reside in assisted housing or obtain voucher assistance. The HHA's main office is located at 8 Brigham Circle Hudson, MA 01749.

The HHA also has Public Housing units in sites throughout Hudson. In any development location with a management office there is contact with families when they go to the office for questions or assistance.

Applications and program information are also on the HHA's webpage the CHAMP portal and for the HCV Massachusetts Centralized Waiting List at affordablehousing.com/masscwl.

Due to the nature and size of the Public Housing and Housing Choice Voucher waiting lists, applicants may remain on the wait list for years but may call periodically to inquire about placement on the list. Update letters may be sent to applicants from time to time. When applicants come to the top of the list, they will have contact with staff to determine program eligibility. Further, if they are housed or provided with the Housing Choice Voucher, they may contact the Housing Authority for maintenance requests, annual rent determinations and general landlord tenant issues which arise in the course of the tenancy.

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

To determine the nature and importance of HHA programs, activities, or services provided to persons with LEP, the HHA identified the negative impacts on persons with LEP of not being able to access and maintain housing benefits. Using this factor, HHA will look at its programs, services, activities, and vital documents to determine the translation and interpretation services that the HHA will provide. Specifically, focus will be placed on the translation of marketing materials to those determined least likely to apply, and application information, continuing application and denial or eviction materials. The HHA wants to ensure that the programs, services, and activities made possible through the HA are made available to the LEP communities.

Persons with LEP also interact directly with HHA by maintaining residency within HHA State and federal assisted housing and participation in voucher programs. Necessary communications can occur in non-English languages. The HHA will continue to identify forms, documents, and other informational materials that play a critical role in ensuring that HHA provides equal and quality housing opportunities to persons with LEP.

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

- (1) Important matters concerning marketing to those determined least likely to apply, application and initial eligibility for public housing and voucher programs administered by the HHA;*
- (2) Important matters which impact continuing eligibility in the above referenced housing programs; and*
- (3) Denials, Termination or Eviction.*

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

The HHA will continue to identify resources that may be available to support the cost of implementing this Plan.

(a). Translation Resources. The HHA will make documents that have been translated by HUD, EOHLC and the HHA available to staff and they will be used on a regular basis, provided that they are available for HHA use.

Most documents translated by EOHLC are available through the PHA's online access system for that agency. Examples include the following Common Housing Application for Massachusetts Public-Housing (CHAMP) documents which have been translated into in Spanish, Portuguese, Haitian Creole, Russian, Vietnamese and Chinese: Application Forms (A forms), Notice Screening

and Required Documents (B forms), Notice of HHA Determinations and Required Documents (C forms) and Unit Offers (D forms).

MRVP and AHVP applications are available in Spanish, Portuguese, Haitian Creole, Khmer, Russian, Vietnamese and Chinese.

Translated Housing Choice Voucher (“HCV”) Preliminary Applications are available in Portuguese, Spanish, Haitian Creole, Chinese, Russian, Vietnamese. Currently, the online application is translated into Spanish and Haitian Creole only. The HCV application is being updated to a new format and AffordableHousing.com plans to add additional languages as content changes are finalized.

Previously translated HUD forms were available on the HUD portal under HUDclips forms at https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms.

When available, the HHA uses HUD translated forms, many of which were previously made available in the following languages: Amharic, Arabic, Armenian, Chinese, Farsi, French, Khmer, Korean, Portuguese, Russian, Spanish, Tagalog and Vietnamese. Examples of forms include but are not limited to: Federal Privacy Act Form, HCV Housing Assistance Payments Contract, HCV Lease Addendum, Family Obligations, Housing Discrimination Information.

The HHA will continue to attempt to work with other HAs in a cooperative effort to provide translated documents at lower costs. Examples of agencies the HHA may contact to share resources with include other Housing Authorities and industry groups such as the Massachusetts Chapter of the National Chapter of Housing and Redevelopment Officials, the Section 8 Administrators Association and the North Shore Housing Executive Directors Association, which may provide a platform for this cooperative relationship. An example of this cooperative relationship is the availability of the Translated Language terms resource made available by the Boston Housing Authority to the HHA. This provides many public housing specific terms translated into commonly spoken LEP languages.

The HHA is currently under contract with a qualified vendor Propio, Inc. for professional translations. This agency has been deemed competent to supply services on an as needed basis.

(b) Interpretation Resources

1. Bilingual staff

The HHA has a bilingual staff that speaks Spanish. This staff member has been deemed competent to interpret on an as needed basis and have immediate access to Over the Phone Interpretation (OPI) if needed to supplement bilingual staff at any time.

HCV applicants may also elect to contact the Centralized Waiting list directly. The Centralized Waiting list is maintained by the Massachusetts Chapter of the National Association of Housing and Redevelopment Officials (MassNAHRO) and is administered by affordablehousing.com. Affordablehousing.com bilingual staff can assist in the following languages: Portuguese, Chinese, Russian, Vietnamese, Spanish, French, and Haitian Creole. Additionally, telephonic interpretation is available in any other needed languages. They also have use of a language line on an as needed basis.

2. Formal Interpreters through Contract Vendors

Formal Interpreters are available over the phone and in person. The HHA currently uses the Propio Language Services for interpretation.

3. Non-Profit Assistance

Where feasible and as necessary, the HHA will make efforts to partner with local non-profits and community groups that can provide competent oral interpretation services to community members. Examples of such agencies are as follows: The Hudson Senior Center (Portuguese bilingual staff) and the Hudson Health Department (Portuguese and Spanish).