

10/1/2024-9/30/2025

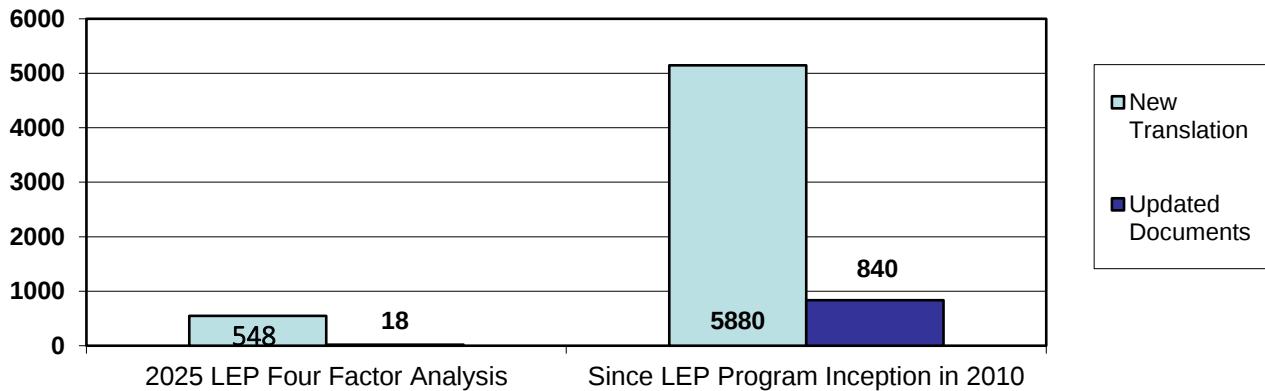
4/1/2010-9/30/2025

2025 LEP Four Factor Analysis

- **566** pages of documents translated from English to Spanish and/or Chinese (548 pages are new documents and 18 pages are previously translated documents with updates).

Cumulative Data Since LEP Program Inception

- **6720** pages of documents translated from English to Spanish and/or Chinese (Additionally, 5880 pages are new documents and 840 pages of previously translated documents have been updated).



Translation Summary for # of Pages from 4/1/2010-9/30/2025

Total English Documents

- 4235 Documents
- 5880 Pages

Translation Summary

Spanish

- 2315 Documents
- 5803 Pages

Chinese

- 2141 Documents
- 3778 Pages

# of Pages Translated by Department		
Administration Department	534	9.08%
BHA Developments	342	5.82%
Capital Construction	138	2.35%
Resident Engagement	2062	35.07%
Communications Department	163	2.77%
Grievances and Appeals	50	0.85%
Leased Housing	368	6.26%
Legal Department & Digital Equity	213	3.62%
Admissions Department	762	12.96%
Operations	329	5.60%
Public Safety	6	0.10%
Purchasing Department	2	0.03%
Real Estate Development	900	15.31%
Risk Management	11	0.19%
Total	5880	100.00%



Volunteer Interpreters Program (VIP)

Highlights (10/1/2024 - 9/30/2025)

- Trained **36** new volunteers from colleges, high schools and community organizations in **13** training sessions to be BHA housing interpreters (All trainings were done virtually)

Held biweekly/monthly Wellness Connect sessions at 11 elderly/disabled housing developments- Eva White, Frederick Douglass, Hampton House, St. Botolph, Torre Unidad, Ausonia, Washington Manor, Bellflower, Patricia white, Foley and West Ninth street; in total we had 67 wellness connect sessions

- Maintained a pool of **194** volunteers, capable of assisting in **23** languages:

Amharic	Arabic	Bengali	Cape Verdean	Chinese	Farsi
French	Greek	Haitian Creole	Hindi	Italian	Japanese
Korean	Polish	Portuguese	Punjabi	Romanian	Russian
Spanish	Thai	Turkish	Urdu	Vietnamese	

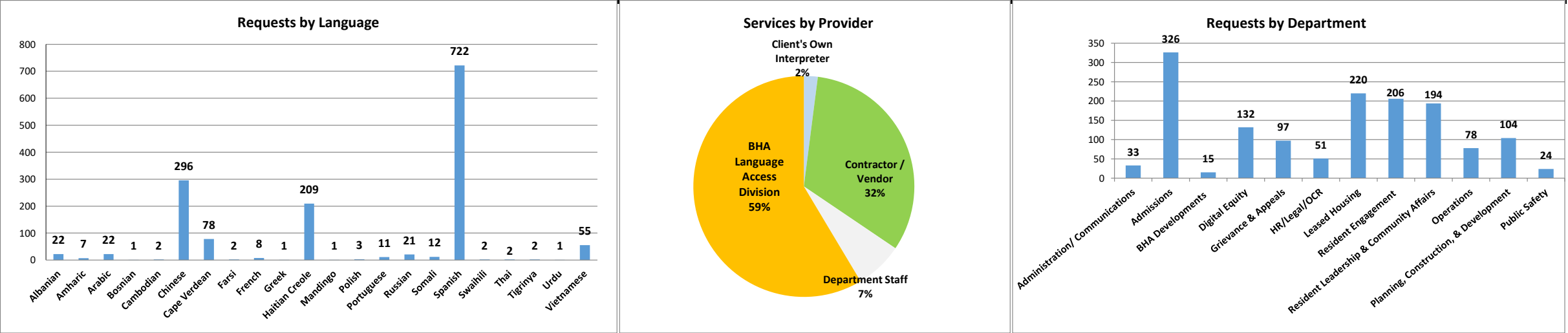
- Served in **371** occasions including BHA Multilingual Line, in-person interpretation assignments, written translation, and Wellness Connect sessions;
- Contributed **222.45** volunteer hours in total;
- Provided language assistance in **10** languages:

Arabic	Cape Verdean	Chinese	Haitian Creole	Polish
Portuguese	Russian	Spanish	Swahili	Vietnamese

Summary of Interpreter Requests * (10/1/2024 - 9/30/2025)

* Data excludes the use of BHA Multilingual Line

Language Requested	Frequency	Percentage	Request Frequency by Department												Service Frequency by Provider			
			Administration/ Communications	Admissions	BHA Developments	Digital Equity	Grievance & Appeals	HR/Legal/OCR	Leased Housing	Resident Engagement	Resident Leadership & Community Affairs	Operations	Planning, Construction, & Development	Public Safety	Client's Own Interpreter	Contractor / Vendor	Department Staff	BHA Language Access Division
Albanian	22	1.49%		1			1		1	3	14	1	1		1	21		
Amharic	7	0.47%		3			1		1			2			1	6		
Arabic	22	1.49%	1	12	1		3		4				1			18		4
Bosnian	1	0.07%							1							1		
Cambodian	2	0.14%										2				1		1
Chinese	296	20.00%	10	14		73	6	2	28	98	35	14	16		2	53	4	237
Cape Verdean	78	5.27%	2	28	6		6	2	8	1	13	10	2		3	72	2	1
Farsi	2	0.14%		1					1							2		
French	8	0.54%		6					2							3		5
Greek	1	0.07%							1							1		
Haitian Creole	209	14.12%	3	128			16	4	26	6	10	11	4	1	5	153	11	40
Mandingo	1	0.07%		1												1		
Polish	3	0.20%									1	2				3		
Portuguese	11	0.74%		6			1	2	1				1		1	7		3
Russian	21	1.42%		5			1		1	5	8	1				20		1
Somali	12	0.81%	2	3			2		3			2				12		
Spanish	722	48.78%	15	88	8	56	55	41	127	93	109	30	78	22	16	46	86	574
Swaihili	2	0.14%		1										1		2		
Thai	2	0.14%		2												2		
Tigrinya	2	0.14%		1			1									2		
Urdu	1	0.07%		1												1		
Vietnamese	55	3.72%		25		3	4		15		4	3	1		1	53		1
Total	1480	100%	33	326	15	132	97	51	220	206	194	78	104	24	30	480	103	867

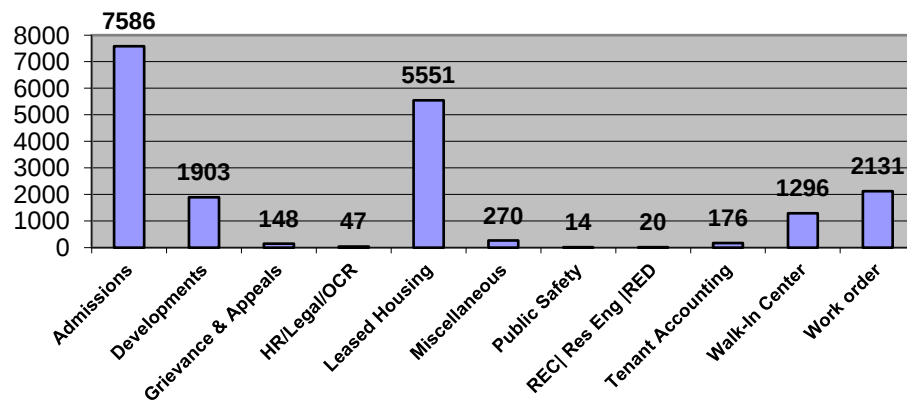


Note: The "Chinese" language category includes Cantonese (210), Mandarin (84) and Toisanese (2).

Summary of BHA Multilingual Line (10/1/2024-9/30/2025)

Annual Summary	Total Calls	%	Admissions	Developments	Grievance & Appeals	HR/Legal/OCR	Leased Housing	Miscellaneous	Public Safety	REC Res Eng RED	Tenant Accounting	Walk-In Center	Work order
Spanish	17121	89.44%	6901	1504	124	44	5268	245	13	18	144	816	2044
Chinese *	897	4.69%	260	234	7	1	110	11	1	2	24	183	64
Other	1124	5.87%	425	165	17	2	173	14	0	0	8	297	23
Albanian	19	0.10%	3	12				1				2	1
Amharic	17	0.09%	7				1					8	1
Arabic	33	0.17%	17	5	1		1	1				8	
Cambodian	5	0.03%	1	3			1						
Cape Verdean	199	1.04%	73	23	11	1	48	1			1	31	10
Farsi	1	0.01%										1	
French	12	0.06%	3	5			2	1				1	
Haitian Creole	628	3.28%	262	74	3	1	84	10			6	183	5
Hindi	2	0.01%	2										
Kurdish	2	0.01%	2										
Oromo	2	0.01%										2	
Pashto	3	0.02%	1									2	
Polish	2	0.01%		2									
Portuguese	50	0.26%	21	5	1		6					16	1
Russian	16	0.08%	6	7								2	1
Somali	24	0.13%	3	6			4					9	2
Swahili	13	0.07%	2				1					10	
Tigrinya	2	0.01%		1			1						
Vietnamese	94	0.49%	22	22	1		24				1	22	2
Total Calls	19142	100.00%	7586	1903	148	47	5551	270	14	20	176	1296	2131

Calls by Department



Calls by Language

