

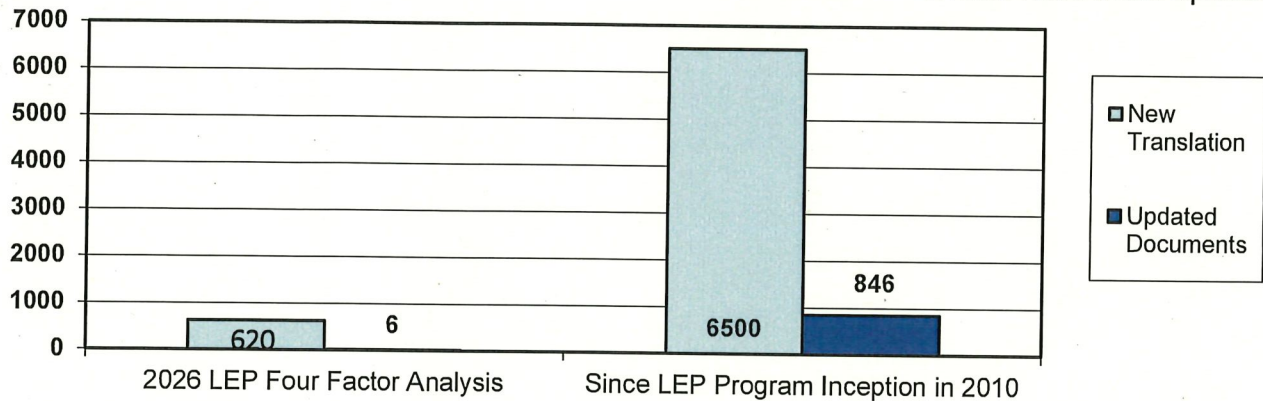
10/1/2024-9/30/2026

4/1/2010-9/30/2026

2026 LEP Four Factor Analysis

- **626** pages of documents translated from English to Spanish and/or Chinese (620 pages are new documents and 6 pages are previously translated documents with updates).

- **7346** pages of documents translated from English to Spanish and/or Chinese (Additionally, 6500 pages are new documents and 846 pages of previously translated documents have been updated).



Translation Summary for # of Pages from 4/1/2010-9/30/2026

Total English Documents

- 4577 Documents
- 6506 Pages

Translation Summary

Spanish

- 2648 Documents
- 6408 Pages

Chinese

- 2382 Documents
- 4216 Pages

# of Pages Translated by Department		
Administration Department	53	8.5%
BHA Developments	1	0.2%
Capital Construction	0	0.0%
Resident Engagement	274	43.8%
Communications Department	81	12.9%
Grievances and Appeals	0	0.0%
Leased Housing	64	10.2%
Legal Department & Digital Equity	1	0.2%
Admissions Department	6	1.0%
Operations	36	5.8%
Public Safety	0	0.0%
Purchasing Department	0	0.0%
Real Estate Development	110	17.6%
Risk Management	0	0.0%
Total	626	100.0%



Volunteer Interpreters Program (VIP)

Highlights (10/1/2025 - 9/30/2026)



➤ Trained 31 new volunteers from colleges, high schools and community organizations in 14 training sessions to be BHA housing interpreters (All trainings were done virtually)

Held biweekly/monthly Wellness Connect sessions at 12 elderly/disabled housing developments- Frederick Douglass, Hampton House, St. Botolph, Torre Unidad, Ausonia, Washington Manor, Bellflower, Patricia white, Doris Bunte, Ruth Barkley, Foley and West Ninth street; in total we had 66 wellness connect sessions

➤ Maintained a pool of 225 volunteers, capable of assisting in 28 languages:

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

➤ Served in 186 occasions including BHA Multilingual Line, in-person interpretation assignments, written translation, and Wellness Connect sessions;

➤ Contributed 155.85 volunteer hours in total;

➤ Provided language assistance in 11 languages:

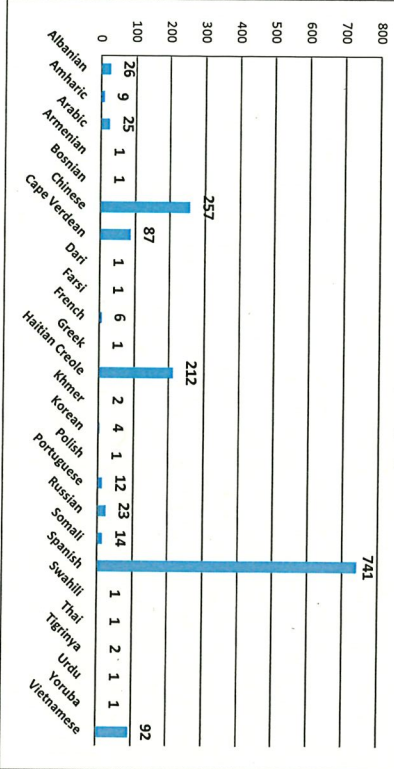
Arabic	Cape Verdean	Chinese	French	Haitian Creole	Hindi
Portuguese	Russian	Spanish	Swahili	Vietnamese	

Summary of Interpreter Requests * (10/1/2025 - 9/30/2026)

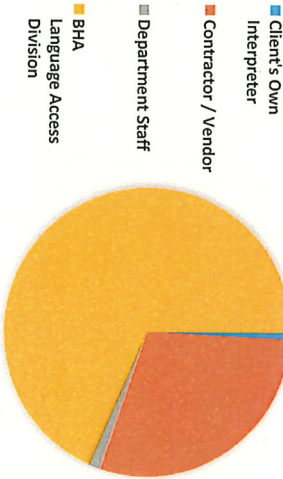
* Data excludes the use of BHA Multilingual Line by other departments

Language Requested	Frequency	Percentage	Request Frequency by Department										Service Frequency by Provider					
			Administration/ Communications	Admissions	BHA Developments	Digital Equity	Grievance & Appeals	Leased Housing	Legal/OCR	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	26	1.71%		4														
Amharic	9	0.59%		7						1						26		
Arabic	25	1.64%		17				3		1						8		
Armenian	1	0.07%					1			3						17		7
Bosnian	1	0.07%														1		
Chinese	257	16.89%	10	42	1	30		10		1								1
Cape Verdean	87	5.72%	1	21	3			11		28						2	47	205
Dari	1	0.07%		1						9						2	81	2
Farsi	1	0.07%														1		
French	6	0.39%								1						1		
Greek	1	0.07%								1						5		1
Haitian Creole	212	13.93%	5	112	1			16								1		
Khmer	2	0.13%								23						62	3	146
Korean	4	0.26%		4								1				1		1
Polish	1	0.07%														4		
Portuguese	12	0.79%		6												1		
Russian	23	1.51%		12				3		1						10		2
Somali	14	0.92%	2	4				3		1		5				5		
Spanish	741	48.69%	29	61	4	52		94		110						1	12	1
Swahili	1	0.07%			1											160	26	674
Thai	1	0.07%			1													
Tigrinya	2	0.13%			1											1		
Urdu	1	0.07%			1					1						2		
Yoruba	1	0.07%	1		1											1		
Vietnamese	92	6.04%	3	31		5		9		16						17	2	3
Total	1522	100%	51	325	13	88		149		198		92		175	294	41	86	1043

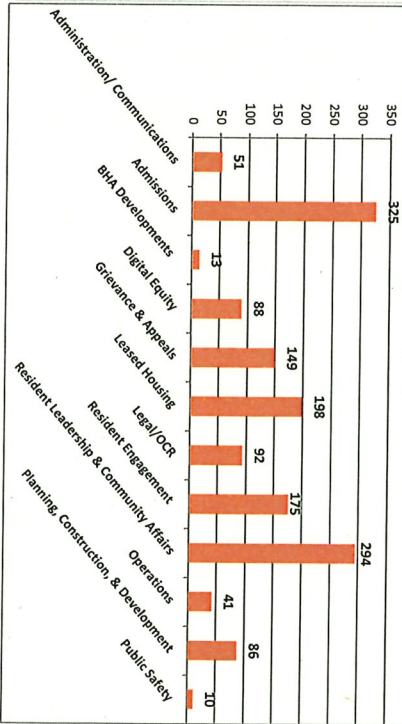
Requests by Language



SERVICES BY PROVIDER



Requests by Department



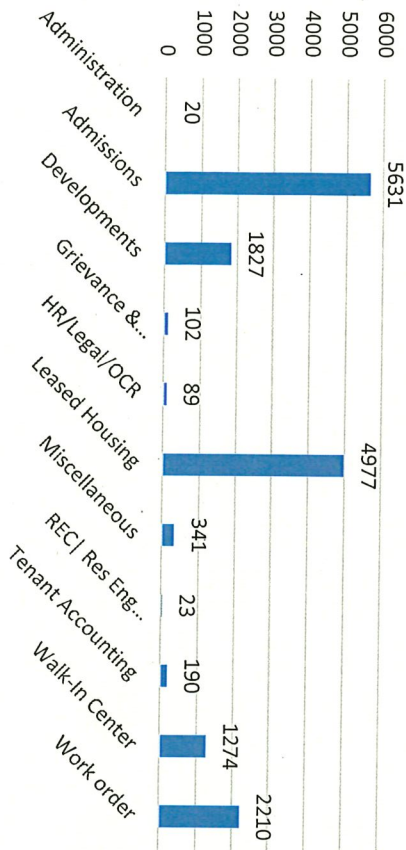
Note: The "Chinese" language category includes Cantonese (189), Mandarin (66) and Toisanese (2).

Summary of BHA Multilingual Line

(10/1/2025-9/30/2026)

Annual Summary	Total Calls	%	Administration	Admissions	Developments	Grievance & Appeals	HR/Legal/CR	Leased Housing	Miscellaneous	REC Res Eng RED P.	Tenant Accounting	Walk-In Center	Work order
Spanish	14704	88.13%	13	5126	1419	92	81	4639	309	18	176	661	2110
Chinese *	709	4.25%	2	171	208	2		86	22	1	9	134	74
Other	1271	7.62%	5	334	200	8	8	192	10	4	5	479	26
Albanian	18	0.11%			6					1		9	2
Amharic	8	0.05%						1				7	
Arabic	46	0.28%		19	11		3	4	1	1		7	
Arabic-Moroccan	4	0.02%		2	1							1	
Bengali	3	0.02%			3								
Bosnian	2	0.01%	1		1								
Cape Verdean	267	1.60%	1	102	27	3	4	67	2			52	9
French	12	0.07%		3	2	1		2				4	
Greek	2	0.01%						2					
Haitian Creole	660	3.96%		168	43	2		64	6	2	3	362	10
Hindi	2	0.01%						1				1	
Japanese	1	0.01%			1								
Khmer	9	0.05%		1	7							1	
Pashto	7	0.04%		1	3			2				1	
Portuguese	33	0.20%		8	8	1		11				3	2
Russian	15	0.09%	1	2	8			3				1	
Somali	27	0.16%	1	5	11			2				8	
Swahili	10	0.06%		1	2	1	1		1		2	15	3
Vietnamese	145	0.87%	1	22	66			33				7	
Total Calls	16684	100.00%	20	5631	1827	102	89	4977	341	23	190	1274	2210

Calls by Department



Calls By Language

