

2017 Limited English Proficiency Policy Occupancy Department Staff Training

Center for Community Engagement and Civil Rights (CCECR)

CCECR consists of:

- Language Access Division;
- Resident Empowerment Department;
- Community Services Department;
- Office of Civil Rights
- Boston REACH: PHH

Purpose:

To build and support sustainable communities in BHA housing that are economically, environmentally, and socially vibrant by:

- Engaging residents;
- Building capacity & advancement opportunities;
- Broadening access;
- Raising customer service standards; and
- Affirming civil rights.

Boston Housing Authority

CCCECR

Center for Community Engagement and Civil Rights
Centro de Empeño Comunitario y Derechos Civiles

普及居民參與和民權中心



Community Services Department | Office of Civil Rights
Resident Empowerment Department | Language Access Division



LEP Background

- LEP policy adopted in 11/2009; Language Access Program began in 4/2010
- Program purpose:
 - Assess language needs
 - Provide language access and services
 - Monitor LEP policy compliance under OCR
- Staff:
 - Language Access Team
 - Part-time Bilingual/Multilingual Interns
 - Many Bilingual/Multilingual Volunteers
 - Contract interpreters/vendors

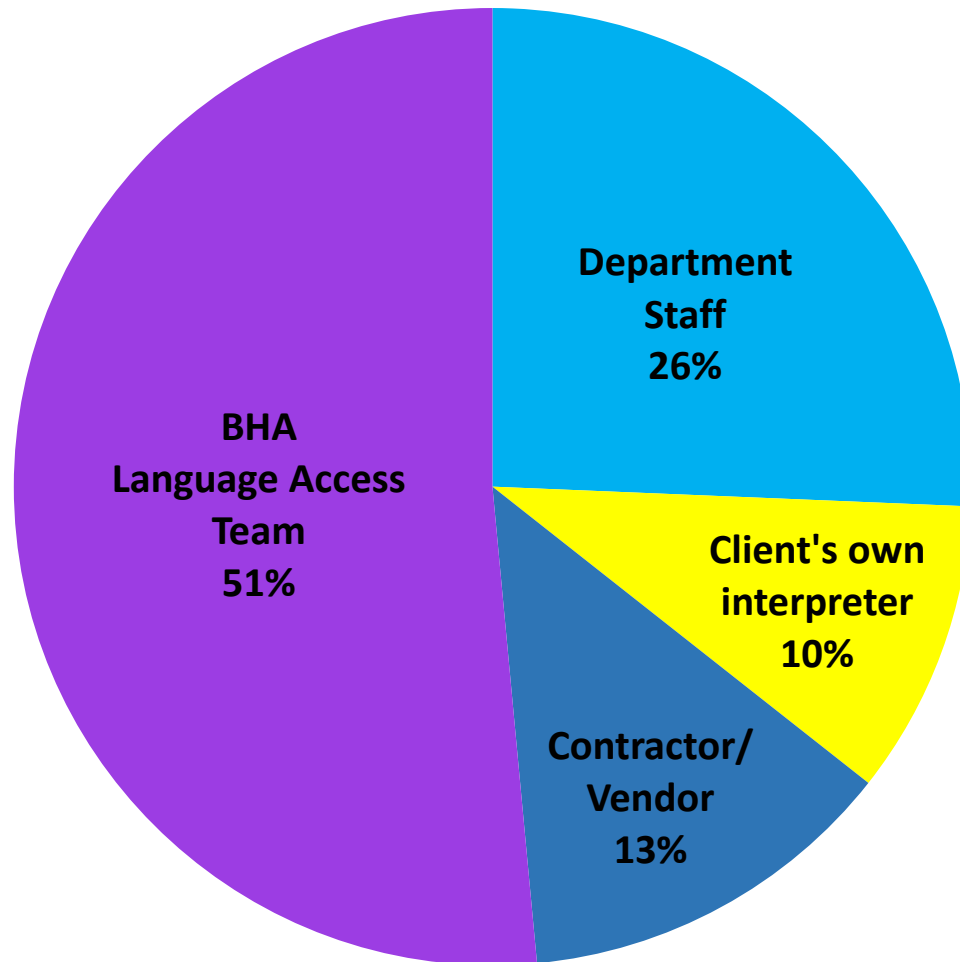
LEP Service Highlights

- Oral interpretation in any language upon request. (Currently serving 30 languages)
- Written Translation of vital documents in Spanish and Chinese. (Over 150 pages per year)
- Volunteer Interpreters Program (100+ volunteers, cost savings of \$180,000 per year)
- BHA Multilingual Line 617-988-4001 (7 languages, and average over 10,000 calls per year)

Interpretation Requests

- In person/over the phone; One-on-one or group meetings; Over 2300 in-person interpretation requests in 2016
- Akan, Albanian, Amharic, Arabic, Bamileke, Bosnian, Cape Verdean, Chinese (Cantonese, Mandarin, Toisanese), Farsi, French, Haitian Creole, Italian, Mende, Nigerian, Polish, Portuguese, Russian, Somali, Spanish, Tigrinya, and Vietnamese.
- Screening appointments, application briefings (Chinese, Spanish, Haitian Creole, Multilingual), hearings, walk-ins, residents meetings, task force elections, private conferences, and public safety transfer interviews.
- Departments we serve: Occupancy, Leased Housing, Operations (Housing Developments), Public Safety, Legal, Work Orders, Administration.

Service Providers (2016)



Written Translation

- Written Translations Available in Spanish and Chinese
- When requested or needed, make translated documents available
- Located on [BHA Website](https://www.bostonhousing.org/en/Center-for-Community-Engagement/Language-Access-Division/Documents-and-Forms.aspx)
<https://www.bostonhousing.org/en/Center-for-Community-Engagement/Language-Access-Division/Documents-and-Forms.aspx>
- Who to contact if unable to find a translated document?



LEP Tools*

- BHA LEP Policy
- Language advisory
- Language ID Card
- Glossary (English/Spanish/Chinese)
- “Interpreters Available” Logo
- HUD Q&A

* [Available online](#)

Making Language Services Available

- **How to identify a Walk-In LEP Client's language?**
 - Just ask! LEP clients generally will be able to let you know which language they speak.
 - Use a Language ID Card – LEP clients will be able to point to their language, in the context of requesting language assistance.
- **How do clients know that language services are available?**
 - Post a notice of free interpreter service. (This would be considered a Vital Document)
 - Post a Language ID card in all direct service areas.
 - Verbally let LEP clients know on first interaction that an interpreter can be made available.

Interpretation Requests

- Client makes an interpreter request to the department's contact
- Staff will use Request Form: Online on BHA Website
 - 5 business days in advance (Let us know if needed before)
 - Check for correct language (i.e. If client asks for “Creole” interpreter, staff must ask if it is Haitian Creole or Cape Verdean Creole)

Post Logo to let your clients know



Interpreter Request Web Form

The Interpreter Request Web Form is located on the Employee Only section of the BHA website.

Go to:

<https://www.bostonhousing.org/en/Center-for-Community-Engagement/Language-Access-Division/Interpreter-Request-Form.aspx>

Appointment Info ►

Make sure to double check the language needed.

Client Info ►

We need this to mail the client a letter to inform them that an interpreter will be provided.

Your Info ►

Make sure to put both your name and BHA Email to successfully process your request.

Interpreter Request Form

(Fields marked with * are required; enter "N/A" if an item is not applicable.)

Language Required *:	<input type="text"/>
Appointment Date (mm/dd/yyyy)*:	<input type="text"/>
Appointment Time *:	<input type="text"/> (Please indicate AM or PM)
Reason Requested:	<input type="text"/>
Please specify if you select Other:	<input type="text"/>
<u>Client Info</u>	
Full Name *:	<input type="text"/>
Client ID:	<input type="text"/>
Mailing Address *:	<input type="text"/>
(Number & Street, Apt#)	<input type="text"/>
(City, State, Zip Code)	<input type="text"/>
Contact Number:	<input type="text"/>
Person Making Request Is:	<input type="text"/>
Please specify if you select Other:	<input type="text"/>
<u>Department Info</u>	
Department *:	<input type="text"/>
If BHA Development, please specify:	<input type="text"/>
Staff Conducting the Appointment *:	<input type="text"/>
Contact #:	<input type="text"/>
Notes:	<input type="text"/>
Name of Staff Sending the Request *:	<input type="text"/>
Your BHA Email *:	<input type="text"/>

The email entered above will receive confirmation and a copy of the request form for your record. If you need to enter multiple emails, please put semicolon (;) between.

[Submit to Language Access Team](#)

If you submit successfully, you will be directed to a confirmation page.



Dear BHA staff,

Your interpreter request has been submitted successfully. A copy of the request will be emailed to you for your record.

Please allow us five (5) business days to process the request and arrange for an interpreter.

To make another interpreter request, click [here](#).

Language Access Team
Center for Community Engagement and Civil Rights (CCECR)

Center for Community Engagement and Civil Rights (CCECR)

[Community Services](#)

[Resident Services](#)

[Resident Empowerment Coalition](#)

[Language Access Division](#)

[Interpreter Request Form](#)

[Translation Request Form](#)

[Office of Civil Rights](#)

- If you submitted the request successfully you will get an automatic confirmation email.
- If you do not receive a confirmation email , please email the Language Access Team at LanguageAccessTeam@bostonhousing.org

Translation Request Web Form

- Only for Vital Documents!!!
- The Translation Request Web Form is located on the Employee Only section of the BHA website.
- Go to:
<https://www.bostonhousing.org/en/Center-for-Community-Engagement/Language-Access-Division/Written-Translation-Request-Form.aspx>

Who can request written translations?

What if a client submits a document in a language other than English?

BHA Written Translation Request Form

(Fields marked with * are required; enter "N/A" if an item is not applicable.)

Person Making Request:

Full Name*:
BHA Email *:
Contact Number:
Department *:
If BHA Development, please specify:

Documents for Written Translation

File Name*:
of Pages *:
Preferred Turn-Around Date (mm/dd/yyyy) *:
Attach Files to Be Translated: Browse...
 Browse...

Language(s) Requested:

Chinese
 Spanish
 Other
(Please specify the language if you check Other)

Reasons for translating document into a language other than Spanish and Chinese

Submit to Language Access Team

Please be advised that all written translations are for reference only and therefore, the English version must be distributed along with all written translations.

The Language Access Team provides upon request written translations of BHA's Vital Documents in Spanish and Chinese, including but not limited to, program and policy documents issued for housing participants, public notices, official correspondences (not tailored to one specific client), and client forms. Please contact your supervisor or the BHA Language Access Team to help determine whether your document is considered a Vital Document, as defined in the Limited English Proficiency (LEP) policy. Depending on the length of the document and the technical language involved, the translation timeframe is at least (5) business days or within an agreeable timeframe.

Requester ▶

Provide your contact information for follow up.

Document Info ▶

Please provide all information about the document(s) to help us determine a timeline.

Language(s) ▶

Be sure to specify the language you're requesting the document in, we'll need to make sure it is possible and/or necessary.

Capture Language Service Data in Elite

Notating in Elite interpretation requested & received

The following must be entered into Elite in the Resident/Applicant Notes Screen when a client requests and receives interpretation:

Occupancy

- ▶ **LEP** – these letters must be entered first for the reporting to work correctly.

All departments must enter the following after the three letters:

- ▶ Language requested
- ▶ Nature of request (screening, phone call, etc.)
- ▶ Name of person / resource providing interpretation (Occupancy Staff, LEP Staff, Family Member, Social Worker, Etc.)
- ▶ Date service provided (if different from date of notation) – if date same as notation, leave it blank.

Working with BHA Interpreters

Please remember to...

1. Keep in mind that the interpreter assisting you may have not assisted at BHA before and **may not be familiar with BHA terms**
2. Separate your questions or statements to give the interpreter time to interpret to the client and then back to you before asking the next question.
3. Call us and **do not transfer** calls to the Language Access Team when the caller speaks limited or no English. Too much time is wasted trying to figure out who they are trying to reach when calls are transferred.

Notify us when an appointment has been canceled, rescheduled, or if the client brought their own interpreter. *This is very important because many of our interpreters are volunteers who give their time for free.*

Quick Summary of Dos & Don'ts – The Dos

- Remember that compliance with LEP Policy is required by HUD.
- Inform and notify clients that interpreter service is available from BHA upon request
- If a client appears to need interpretation assistance, make it available.
- If client brings his/her own interpreter, the interpreter must be at least 18 years old.
- If client refuses to use a BHA interpreter, document refusal and reason in Elite.
- Document Interpreter requests & language services provided.
- Monitor language services and provide feedback.
- When requested or needed make translated vital documents available
- Be familiar with what makes a good interpreter.
- Discontinue appointment if interpreter is not interpreting accurately or if the quality of interpretation service is poor.
- Present information in brief segments and allow time for interpretation.
- Provide written notifications in clear and precise language to facilitate translation.
- Do make multilingual resources or info available to clients as much as possible and as often as possible.
- Do share linguistic resources with colleagues if possible.
- Do strive to learn about our multilingual/multicultural clients
 - Be able to recognize common surnames
 - Portuguese and Cape Verdean are two different languages

Quick Summary of Dos & Don'ts – *The Don'ts*

- Do NOT put burden on client to provide an interpreter
- No client under 12 years old is allowed to interpret under normal circumstances.
- Do NOT turn Limited English speaker away without getting the person's name and phone number (and nature of visit), and arrange for follow-up by bilingual staff or interpreter.

Interpretation Assistance over the Phone

BHA Multilingual Line 617-988-4001

Spanish (press 1), Chinese (press 2), Haitian Creole (press 3), Cape Verdean (press 4), Vietnamese (press 5), Somali (press 6), Arabic (press 7)

As staff you may call us directly:

- Spanish: Ext. 4031 or 4032
- Chinese & other language: Ext. 4033

For an urgent matter and as a last resort use the super expensive AT&T Language Line at 1-800-874-9426

- Enter BHA's Client ID: *ask Gloria*
- Enter Access Code: *assigned by Gloria*
- Follow further instructions from AT&T

Q & A and Thank You!!!

Training materials also available online:

<https://www.bostonhousing.org/en/Center-for-Community-Engagement/Language-Access-Division/Language-Access-Information-for-Staff.aspx>