City of Pasadena Housing Department

Language Access Plan

Updated July 1, 2024

General Language Access Policy and Four Factor Analysis

1. Policy Statement

The City of Pasadena Housing Department ("CoPHD") is committed to improving the accessibility of its programs and services to eligible non-English speakers and limited English proficient ("LEP") persons. The CoPHD has prepared this Language Access Plan ("LAP") to reduce barriers and ensure meaningful access to services, programs and activities on the part of LEP persons. This LAP formalizes practices that the CoPHD has previously utilized when providing services to LEP persons.

2. Background and Authority

In accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, this policy establishes guidelines for providing language accessible services to individuals that are limited English Proficient and/or Deaf or Hard of Hearing.

The CoPHD serves as the public housing agency for the City of Pasadena ("City"), and in addition administers the HOME, Community Development Block Grant("CDBG"), and Continuum of Care ("CoC") programs. As such, the CoPHD takes pride in serving a diverse population of low- and moderate-income households, and in communicating effectively with LEP customers who do business with the CoPHD.

CoPHD staff shall provide free language assistance services to LEP individuals whom they encounter or whenever an LEP person requests language assistance services. CoPHD staff will inform members of the public that language assistance services are available free of charge to LEP persons and that the agency will provide these services to them.

3. Definitions

a. Limited English Proficient individual means any individual whose primary language is not English, and has limited or no ability to speak, understand, read, or write English.

b. Interpretation is the process of orally rendering a spoken or signed communication from one language into another language.

c. Primary language means the language that an individual communicates most effectively in.

d. Translation is converting written text from one language into written text in another language.

e. A qualified interpreter or translator is a professional who is a neutral third party who has been determined to be fluent in the language for which they are providing interpretation/translation, experienced in interpretation or translation techniques, and knowledgeable in specialized content areas and technical terminology in order to effectively facilitate communication between two or more parties who do not share a common language.

f. Simultaneous interpretation is the process of orally rendering one language into another language at approximately the same time that the speaker is speaking with only a very short lag time.

g. Consecutive interpretation is the process of orally rendering one language into another language after the speaker has completed a statement or question and pauses. The interpreter then renders that statement into the other language.

h. Sight Translation is the rendering of material written in one language, completely and accurately into spoken speech in another language.

i. 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.

4. Four Factor Analysis

To inform and develop the LAP, the CoPHD performed a four factor LEP analysis. This four-factor analysis assessed the following:

Factor 1 - The number or proportion of LEP Persons eligible to be served or likely to be served by the City of Pasadena Housing Department in the eligible service area.

To accomplish this the CoPHD has reviewed the LEP demographics in the city of Pasadena and the county of Los Angeles to determine those likely to be served, has surveyed clients to collect language preferences for the client base of the department, and has reviewed staff experience with the language needs of clients. This analysis

reflects the following data for community members aged 5 and older, using data from the 2022 American Community Survey (ACS)[1]:

The total population in Pasadena is: 134,211

The total population of persons 5 years and older: 130,496

The total LEP population in Pasadena is: 20,269

The U.S. Census Bureau's American Fact Finder for the City of Pasadena provided the following 2022 ACS 5-year estimates of household members over age 5 who speak English less than "very well":

	Total	**Percentage**
Spanish	12,549	9.6%
Other Indo-European Languages	1,486	1.1%
Chinese (incl Mandarin & Cantonese)	4,012	3.1%
Other Languages	2,629	2%

The LEP language groups representing at least 1,000 people or 5% of the census tract are Spanish and Mandarin or Cantonese. The US. Census Bureau does not track separately the number of Armenian speakers with LEP (that information is included within "Other Indo-European Languages"). However, the most recent census for which this data is available[2] indicates that there were 4,400 persons of Armenian heritage, or 3.3% of the Pasadena population at that time.

The CoPHD also provides services to residents of the County of Los Angeles.

The total population of persons 5 years or older is: 9,232,745

LEP data for the County as a whole is as follows[3]:

[1] https://data.census.gov/table/ACSDT5Y2022.C16001?q=C16001&g=160XX00US0656000

[2] https://archive.org/details/AllPlacesInCaliforniaAncestry2000/All-places-within-massachusettsAncestry2000/page/n579/mode/2up

[3] https://data.census.gov/table?q=C16001&g=050XX00US06037

	Total	Percentage
Spanish	1,468,305	15.9%
Other Indo-European Languages	136,627	1.5%
Chinese (incl Mandarin & Cantonese)	211,911	2.3%
Other Languages	342,145	3.7%

Factor 2 – Frequency of contact with the program

The CoPHD is most likely to encounter households that are low-income. Programs administered by the CoPHD serve low-income households almost exclusively.[4] Sixteen point five percent (16.5%) of households in Pasadena with income at or below the poverty level speak Spanish at home, while 16.8% speak another language other than English at home.[5]

Staff logs encounters with individuals that speak English less than "very well" who are seeking services from the Department, whether in-person or by telephone. In addition, intake forms, applications, and reasonable accommodation request forms solicit language preference.

Based on staff experience and requests for interpretation services, Spanish speaking clients are encountered multiple times a week and Armenian speaking individuals are encountered on a weekly basis.

Data from the PIC Resident characteristics report[6] and Emphasys case management software data indicate that people served by the rental assistance programs operated by the CoPHD are 18% Hispanic and 17% of Armenian heritage, while 3% are of Asian heritage.

[4] The City of Pasadena Inclusionary Housing Ordinance which is administered by the CoPHD serves very-low, low-, and moderate-income households.

[5] https://data.census.gov/table/ACSDT1Y2022.B16009?q=Language%20Spoken%20at%20Home&g=160XX00US0656000

[6] PIC Resident Characteristics Report, accessed March 18, 2024

Mandarin and Cantonese speakers are encountered periodically, but not on a regular basis. The needs and frequency of contact of this LEP population will continue to be monitored utilizing a log that tracks requests for interpretation.

Factor 3 – Importance of the service

Housing is an essential service and plays a critical role in supporting quality of life. The services provided by this department include provision of housing subsidies and other affordable housing programs. Facilitating equal access to affordable housing through the provision of language access in these areas is very important.

Providing these services requires interacting with the public at multiple points.

The CoPHD must conduct outreach regarding the availability of affordable housing opportunities, primarily Section 8 waiting list openings, but also availability and application processes for other special needs vouchers. The timing and logistics of waiting list openings and information about application availability is critical to low-income populations, including those who are LEP.

Applicants for CoPHD-administered programs are interviewed to determine program eligibility. These interviews require the applicants to complete and submit applications and associated verification and release of information forms, and the interviews generate correspondence about appointments, missing documentation, and eligibility determination.

Applicants found eligible are briefed on program requirements, issued housing vouchers, and provided housing search guidance. This requires the applicants to complete and sign associated verification and release of information forms, and generates correspondence about appointments.

Program participants interact regularly with the CoPHD and are required to complete annual eligibility recertifications and update the CoPHD if income and family composition changes occur. Additionally, the CoPHD inspects the units of program participants at least biennially. Both annual and interim reexams and unit inspections generate correspondence about documentation needed, rent amounts, unit condition and needed corrections.

Applicants and program participants with disabilities may request reasonable accommodation in order to have equal access to the programs offered by the CoPHD. The interactive process includes multiple points of interaction as well as generates correspondence requesting information and providing outcomes. This is important to allow equal access to program applicants and participants with disabilities.

The CoPHD is required to prepare planning documents and elicit public participation, input, and comments. These documents are important both to the operation of the programs and the accessibility of the programs to those they are meant to serve.

Each of these points of contract will require the CoPHD to provide both language interpretation for LEP persons and translation of documents for LEP populations that meet the threshold identified in order to ensure meaningful access to the services the CoPHD provides.

Factor 4 – Resources available to provide language services

An analysis of the costs of providing language support by the CoPHD showed some barriers to implementing the LEP Plan. Larger documents such as the Administrative Plan will be prohibitively costly to translate into multiple languages. Interpretation can be provided more cost-effectively using City of Pasadena staff when possible and translation lines and in-person services when the staff is not available or the language needed is not spoken by City staff.

The City of Pasadena Housing Department utilizes resources to outreach to each LEP group while maintaining cost efficiency for taxpayers. Resources include, but are not limited to:

1. Bilingual or multilingual staff members (the Housing Department currently has staff members who are fluent in Spanish, Mandarin Chinese and Armenian).

    - For oral translation for questions that come up at the public window or the phone line
    - To review any professional translation for quality assurance
    - Cost: included as part of the personnel costs already paid by the City.

2. Professional translation services

    - Utilized to translate printed documents including public notices, applications, forms, and other information
    - Translation services for meetings or public hearings
    - utilizing a third-party language line for on demand translation over the telephone
    - Cost: ranges from $3/minute for on demand interpretation services provided by Language Line to $120/hour for an in-person sign-language interpreter. Written translation is billed at approximately .22/word for Spanish and .30/word for Armenian and ranges from $250-$850/document.
    - The CoPHD currently utilizes the following professional translation/interpretation companies:

- Translations 4 All - written translation and in-person interpretation (annual purchase order)
- The Language Line -telephone interpretation for in-person customers and callers (per use cost of $3/minute)

Based on this four-factor analysis, the City of Pasadena Housing Department will translate vital documents into Spanish and Armenian. Additionally, outreach documents, including information about waiting list openings and availability of new affordable housing programs will be translated into Traditional Chinese. This analysis will be revisited annually.

5. Periodic Update Policy

The CoPHD will review this LAP annually and update when needed based in changes to the LEP population and its needs, to ensure continued responsiveness to community needs, consistency with the CoPHD's mission to promote safe, decent affordable housing opportunities, and compliance with federal law.

LEP needs will be determined based on ACS data, request for translation/interpretation requests received and primary language indicated by program participants on CoPHD applications and forms.

Language Assistance Procedures

1. Determining and tracking the need for language assistance

Staff at the initial point of contact with a customer will conduct an assessment for the need for language assistance, or LEP customers or their companion may request language assistance. Staff will notify the LEP individual of the right to an interpreter at no cost. Staff members who have subsequent contact will continue to assess the need for language assistance.

The LEP individual may speak more than one language or may have limited proficiency in a secondary language. Staff shall identify the primary language of the LEP individual, and work to provide language assistance in the primary language of the individual.

A Deaf individual may also be limited English proficient and not be proficient in American Sign Language. Staff shall work to identify the primary language of the Deaf individual and provide language assistance in the primary language of the individual.

The CoPHD also assesses the need for language assistance for program participants through intake forms and applications which ask participants to indicate their preferred language and the language in which they wish to receive

correspondence. These questions are included on the reception desk intake form, Personal Declaration for Rental Assistance Benefits, Update of Family Circumstances form, and Request for Reasonable Accommodation form. CoPHD staff will periodically assess the documents that request this information and will add or remove forms as appropriate.

A program participants' need for language assistance and their language preference that is obtained via staff assessment, recorded on an intake form or application, or otherwise communicated to or determined by CoPHD staff will be recorded in the case file and the rental assistance program management software.

2. Identifying Language

There are several methods that CoPHD staff will use to identify language spoken by an LEP customer during initial contact.

a. Staff may request the individual or companion identify the language of the LEP or Deaf individual.

b. Staff may use the "I speak" card (EXHIBIT 1) to identify the primary language. All Housing Department staff have been provided a laminated copy of this card.

c. Staff may request bilingual/multilingual staff or volunteers to identify the primary language.

d. Staff may use bilingual department staff, video remote interpreters, or telephonic interpreters to identify the language.

e. In the case of a Deaf or hard of hearing customer, staff will determine whether the preferred mode of communication is interpretation or Communication Access Realtime Translation (CART).

3. Procedures for language services

The CoPHD is a department of the City of Pasadena and wishes to supply excellent customer service to its LEP customers. To support this effort, the City offers bilingual testing and if qualified, pay, for employees who use their bilingual skills in the following languages: American Sign Language, Armenian, Mandarin Chinese, and Spanish.

The CoPHD employs staff who have been found proficient through the bilingual testing process and are fluent in the following languages and dialects, and provide in-person interpretation upon availability:

- Armenian
- Chiu Chow (Chinese dialect)
- Mandarin
- Spanish

If staff is not available in-person, an appointment will be made or telephonic interpretation will be provided at the preference of the LEP customer.

The CoPHD has in place an annual purchase order with a translation service. In the absence of staff with the ability to provide interpretation or if interpretation is needed in a language in which CoPHD staff is not proficient, this service will be utilized on an appointment basis if possible or on demand as needed using the Language Line.

4. Translation of Vital Documents

The CoPHD will provide translations of the following vital documents:

- Personal Declaration for Rental Assistance Benefits
- Update of Family Circumstances
- Request for Reasonable Accommodation
- Notice of Rent Change
- Notice of Annual Inspection
- Annual Reexamination Packet and associated documents and cover letter
- Other correspondence regarding changes to rental assistance including but not limited to proposed termination, appointment letters, and overpayment related correspondence.

5. Notice of Language Services

Signage at the front desk and in interview rooms informs customers in English, Spanish, and Armenian that they have a right to an interpreter free of charge.

Staff at the initial point of contact will notify individuals of their right to an interpreter at no cost.

6. Prohibition against using children as interpreters

Staff are prohibited from using minor children to interpret, absent emergency circumstances. Clients shall be advised of client's right to an interpreter at no cost to the client.

Interpreter and Translator Code of Ethics[7]

Those acting as interpreters/translators for the CoPHD, whether CoPHD staff or language services representative, will adhere to the Intrepeter and Translator Code of Ethics.

1. **Accuracy**

   Source-language speech should be faithfully rendered into the target language by conserving all the elements of the original message while accommodating the syntactic and semantic patterns of the target language. The rendition should sound natural in the target language, and there should be no distortion of the original message through addition or omission, explanation or paraphrasing. All hedges, false starts and repetitions should be conveyed; also, English words mixed into the other language should be retained, as should culturally-bound terms which have no direct equivalent in English, or which may have more than one meaning. The register, style and tone of the source language should be conserved. Guessing should be avoided. Interpreters who do not hear or understand what a speaker has said should seek clarification. Interpreter errors should be corrected as soon as possible.

2. **Impartiality and Conflicts of Interest**

   Interpreters and translators are to remain impartial and neutral in proceedings where they serve, and must maintain the appearance of impartiality and neutrality, avoiding unnecessary contact with the parties. Interpreters and translators shall abstain from comment on matters in which they serve. Any real or potential conflict of interest shall be immediately disclosed to CoPHD staff and all parties as soon as the interpreter or translator becomes aware of such conflict of interest.

3. **Confidentiality**

   Privileged or confidential information acquired while interpreting or preparing a translation shall not be disclosed by the interpreter without authorization.

[7] National Association of Judiciary Interpreters & Translators, Code of Ethics and Professional Responsibilities. Available at www.najit.org/about/NAJITCodeofEthicsFINAL.pdf.

4. **Limitations of Practice**

   Interpreters and translators shall limit their participation in those matters in which they serve to interpreting and translating, and shall not give advice to the parties or otherwise engage in activities that can be construed as the practice of law.

5. **Protocol and Demeanor**

   Interpreters shall conduct themselves in a manner consistent with the standards and protocol of the CoPHD, and shall perform their duties as unobtrusively as possible. Interpreters are to use the same grammatical person as the speaker. When it becomes necessary to assume a primary role in the communication, they must make it clear that they are speaking for themselves.

6. **Maintenance and Improvement of Skills and Knowledge**

   Interpreters and translators shall strive to maintain and improve their interpreting and translation skills and knowledge.

7. **Accurate Representation of Credentials**

   Interpreters and translators shall accurately represent their certifications, accreditations, training and pertinent experience.

8. **Impediments to Compliance**

   Interpreters and translators shall bring to the CoPHD's attention any circumstance or condition that impedes full compliance with any Canon of this Code, including interpreter fatigue, inability to hear, or inadequate knowledge of specialized terminology, and must decline assignments under conditions that make such compliance patently impossible.

Staff Compliance

1. **Training**

   Staff will receive training annually on the content of the language access policy; how to identify the need for language access services; working with an LEP and Deaf individuals; providing language accessible service in a culturally sensitive manner; working with an interpreter; and interpretation best practices.

Internal Language Access Contacts

1. Language Access Coordinator: the Housing Assistance Officer for the CoPHD shall act as the language access coordinator. As of the date of this LAP, name and contact information is as follows:

   Anne Lansing, Housing Assistance Officer, alansing@cityofpasadena.net
   (626)744-6701

Monitoring and Assessment

1. Staff shall be responsible for monitoring compliance with the organizations language access policy.

2. Organization shall collect information on language use and need, including: primary language of clients; use and language of interpretation services; distribution of translated documents; frequency of contact with LEP or Deaf individuals seeking services; and referrals of LEP or Deaf individuals and the language of the referred LEP or Deaf individual.

3. The CoPHD will review the effectiveness of this LAP annually and make changes as needed.

Complaint Process

1. A complaint regarding the denial of language accessible services, or regarding the quality of language accessible services, including interpreters or translated materials, may be made in person or in writing. Complainants may use the Limited English Proficiency Complaint Form (Exhibit 2) but are not required to do so.

2. The complaint should specify the date, individuals involved, and the nature of the complaint(i.e. the interpreter was summarizing, or an LEP individual or Deaf individual was denied services because they did not bring their own interpreter).

3. CoPHD staff will notify individuals of the complaint process, and it will be included in the posted notification of the right to an interpreter.

4. All complaints will be directed to the Language Access Coordinator.

5. The Language Access Coordinator will notify the parties within 30 days upon receipt of the complaint of the outcome.

6. If a person believes that a HUD federally assisted recipient such as the CoPHD is not taking reasonable steps to ensure meaningful access to LEP persons, that

individual may file a complaint with HUD's local Office of FHEO. The Region IX local office is located at:

San Francisco Regional Office of FHEO
U.S. Department of Housing and Urban Development
One Sansome Street Suite 1200
San Francisco, CA 94104

or call the housing discrimination toll free hotline at 800-669-9777 (voice) or 800-927-9275 (TTY).

EXHIBITS

EXHIBT 1: Your Right to an Interpreter "I Speak" Card

EXHIBIT 2: Limited English Proficiency Complaint Form

(This form is available in English, Spanish, Armenian, and Chinese)

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። የሚናገሩትንና የሚረዱትን ቋንቋ በመጠቆም ያመልክቱ። አስትርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ።

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك الى لُغَتك كي نستدعي المترجم المعني . .يُرجى منك الإنتظار لحين استدعاء المترجم.

Armenian

Հայերեն

Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:

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 gratuíto di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor. □

Chinese - Simplified

中文

Cantonese 广东话 | *Mandarin* 国语 | *Toisanese* 台山话 | *Taiwanese/Fukienese* 台湾语/福建话 | *Min* 闽语

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

Cantonese 廣東話 | *Mandarin* 國語 | *Toisanese* 台山話 | *Taiwanese/Fukienese* 台灣語/福建話 | *Min* 閩語

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。

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 ειδοποιήσουμε 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 **ខ្មែរ** លោកអ្នក- នសិទ្ធិឲ្យមានអ្នកបកប្រែដោយឥតគិតថ្លៃ។ សូមមេត្តាចង្អុលទៅភាសារបស់លោកអ្នក។ គេនឹងកោះ ហៅឲ្យអ្នកបកប្រែម្នាក់មក។ សូមមេត្តារង់ចាំ។	*Korean* **언어** 여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의“한국어”를 손가락으로 가르켜 주십시요. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시요.	*Laotian* **ລາວ** ທ່ານມີສິດຂໍ້ນາຍແປພາສາໂດຍບໍ່ເສັງຄ່າ. ກະຣຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະຣຸນາລໍຖ້າ.
Persian **فارسی** 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.	*Polish* **Język Polski** Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.	*Portuguese* **Português** 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.
Russian **Русский** Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.	*Serbo-Croatian* **Srpsko-Hrvatski jezik** Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.	*Somali* **Soomaali** Waxaad xaq u leedahay in tarjumaan lacag la’aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!
Spanish **Español** Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.	*Swahili* **Swahili** Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.	*Tagalog* **Tagalog** Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.
Thai **ไทย** ท่านมีสิทธิ์ขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน	*Ukrainian* **Українська** У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.	*Urdu* **اردو** 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۔
Vietnamese **Tiếng Việt** 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 lò ng chờ trong giây lát.		

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EXHIBIT1

City of Pasadena Housing Department
Limited English Proficiency (LEP) Complaint Form

Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." One of the reasons this law was established to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

If you feel you have not been provided meaningful access to any service and/or activity, please complete this form and return it to: CoPHD PO Box 7115 Pasadena, CA 91109, or to the CoPHD office located at 649 N. Fair Oaks Ave., Suite 202, Pasadena CA 91103

PLEASE COMPLETE AND SIGN:

I. Complainant Information:

Name:_____

Contact or Home Address:_____

City/State/Zip:_____

Cell Phone:_____Home Telephone:_____

Primary Language:_____

II. Description of Complaint:

Name or Department and/or Program/Service/Activity:_____

Name of individual(s) involved if known:_____

Address where incident occurred:_____

Date of incident:_____

Describe how you were not provided meaningful access: (Be specific and attach additional pages if necessary)_____

_____

Signature:

_____

Date: _____

The CoPHD is committed to improve access to its programs, services and activities for persons who are Limited English Proficient. The CoPHD will respond to this complaint within thirty (30) days.