



**INCREASING “LEP” ACCESS
(LIMITED ENGLISH PROFICIENCY)**

SAINT PAUL PHA

Bi-Lingual Staff

- Maintenance, Housing Management, other
- Annual Salary Bonus
- Proficiency Required
- Spanish, Southeast Asian languages

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Contract Interpreter Service

- “All” languages provided
- In-person interpreters for interviews, re-exams
- For applicants and residents
- Awarded through RFP process

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Community Agencies Offer Services, Interpreters

- Often language-specific
- Help applicants establish eligibility for housing
- Privacy issues - authorizations

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Issues with “Informal” Interpreters

- Friends, family members –
“conflicts of interest”
- Understanding both languages,
housing terms

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Issues with “Informal” Interpreters, Cont’d

- Accuracy, veracity
- Who is certifying?
- Privacy issues

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Issues with “Informal” Interpreters, Cont’d

- PHA should call in an independent interpreter if necessary

SAINT PAUL PHA **FORMS**

- ***“Do You Need An Interpreter”***
form sent to all applicants with
letter scheduling interview
- “Blurbs” on notices and letters
to residents

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Limitations of Translations

- Literacy issues
- Dialects
- Cost
- Flexibility, changes

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Interpreters for Meetings

- Resident Council Meetings
- Agency Plan public hearing
- Section 8 Briefings

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Separate Meetings in Different Languages

- Series of meetings or trainings, with known participants
- Scattered Site Training Program
- *Jobs-Plus* (Employment Program)

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Multi-Lingual Services in PHA Community Centers

- PHA hires bilingual “Resident Initiatives Clerks”
- HeadStart, Health Clinics
- *ELL*, Citizenship classes
- Community Policing Officers and Community Liaisons

SAINT PAUL PHA **Multi-Lingual** **Videotapes**



- Modernization plans and procedures, relocations (McDonough Homes)
- English & Hmong versions

SAINT PAUL PHA **Multi-Lingual** **Videotapes**



- New Housekeeping training
- English, Spanish, Hmong, Somali versions
- Available to other agencies (call 651-228-3188)