

# PUBLIC HOUSING OCCUPANCY GUIDEBOOK

- Federal Agencies and grantees (including HUD) must take affirmative steps to communicate with people who need services or information in a language other than English.
- Grantees have the flexibility and responsibility to consider the demographics in the geographic areas they serve.

# PUBLIC HOUSING OCCUPANCY GUIDEBOOK

(Cont.)

- Grantees are to determine which services and information needs to be provided in languages other than English.

# DEMOGRAPHICS

- The language needs can be quite varied depending upon the demographics in a particular geographic area.
- Demographics can be determined by using information from the U.S. Census Bureau.
- Most Public Housing Authorities have made provisions for meeting the language needs of its identified LEP populations.

# DOCUMENTS IN OTHER LANGUAGES

- Most documents used by recipients of HUD funds in the area of Occupancy and Management are not Core HUD documents but may be based on guidance from the Department such as the lease.
- One of the few Core documents is the Rental Integrity Improvement Project (RHIIP) Fact Sheet.

# DOCUMENTS IN OTHER LANGUAGES

(Cont.)

- The Fact Sheet is available on the HUD website at [www.hud.gov/](http://www.hud.gov/). Provides the information that is used to calculate rent.
- Fact Sheet is on the web in 5 languages including: **English, Spanish, Korean, Chinese, and Vietnamese.**
- The Division has no immediate plans to provide additional documents in languages other than English.

# GENERAL BEST PRACTICES

- Many recipients of HUD funds make an effort to hire bi and tri-lingual employees that can assist with local translation needs.
- Some recipients rely on contracted language services for both verbal and written communications. Some of the language services can be provided through telephone conference calls and do not involve an interpreter's physical presence.

# GENERAL BEST PRACTICES

(Cont.)

- Partnerships with service and advocacy groups serving the local population with LEP.
- Partnerships can assist Housing Agencies with determining the extent of services needed for people with LEP.
- May provide verbal and written translation services.

# EXAMPLES OF BEST PRACTICES

- 1) Saint Paul, Minnesota Housing Authority
  - Intentionally hires bi and tri-lingual staff.
    - Pays multi-lingual staff annual stipend in addition to regular salary once pass a language proficiency test administered by an outside agency.
    - Includes post card inquiring about need for interpreter services in interview packet as families reach the top of the waiting list.

# EXAMPLES OF BEST PRACTICES

(Cont.)

- Often arrange for a contracted interpreter in a variety of languages for re-exams and interviews.
- Many documents being sent to all residents include blurbs in the most frequently spoken languages of the population served, including Spanish and Lao, asking people to contact the managers office should they require assistance understanding the document.

# EXAMPLES OF BEST PRACTICES

(Cont.)

2) Housing Authority of Bowling Green, Kentucky.

- GED and English as a Second Language classes are provided on the HA Property.
- Partnership with Western Kentucky University and the local State Board of Education Vocational School provides the teachers and the interpreters for the programs.

# EXAMPLES OF BEST PRACTICES

Cont.) Housing Authority of Bowling Green, Kentucky.

- Grants from local businesses and government, allow the Housing Authority to provide the Child Care during the class time, family style meals on site following the classes and transportation as needed .

# EXAMPLES OF BEST PRACTICES

(Cont.) Housing Authority of Bowling Green, Kentucky.

## Homeownership Programs

- Education Programs provided by the Kentucky Housing Corporation on Housing Authority properties.
- Course Materials are provided in Spanish, Vietnamese, and English.