



CHA

CHICAGO HOUSING
AUTHORITY™

LANGUAGE ACCESS PLAN 2018 COMPLIANCE REPORT

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PRESENTED BY: OFFICE OF DIVERSITY & INCLUSION
CHICAGO HOUSING AUTHORITY
60 E VAN BUREN, CHICAGO, IL 60605

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LANGUAGE ACCESS PLAN 2018 COMPLIANCE REPORT

The Office of Diversity and Inclusion (ODI) has been tasked with overseeing the agency-wide implementation and enforcement of CHA's Language Access Plan (LAP), which was revised and released in May 2015. The ODI has been working with over 30 Language Access Liaisons from each department within CHA to phase-in the implementation of LAP procedures at a departmental level. This compliance report summarizes LAP accomplishments to date.

MILESTONES

- **January 2015:** Researched and development of new LAP. Automated translation and interpretation services process.
- **February - March 2015:** Facilitated internal and external input sessions.
- **April 2015:** Board of Commissioners approved CHA's Language Access Policy.
- **May 2015:** LAP launched. Language Access Liaisons designated and trained.
- **June 2015:** Facilitated internal and external info sessions (follow-up).
- **July 2015 - August 2016:** Implemented LAP fully (updated language information in CHA's main system of records Yardi).
- **June 2016:** Language Interpretation Chart (See Exhibit A) was developed and distributed agency-wide to help staff interact with individuals with Limited English Proficiency (LEP).
- **August 2016:** First Language Access Compliance report released.
- **March 2017:** Language Interpretation Notice, containing top 20 languages, informing CHA applicant and participants of right to free interpretation services was developed and distributed agency-wide. This document is utilized as a collateral material for mailing purposes.
- **September 2017:** Distributed over 190 Language Access posters informing of free interpretation services, to be displayed in CHA Regional Offices and CHA properties.
- **October - December 2017:** Re-trained Language Access Liaisons, including vendors for Private Property Firms.
- **April 25 & May 15, 2018:** Facilitated Language Access Plan training for CHA Call Center Temporary Staff in preparation for Phase I & II of Site-Based Waitlist Opening.
- **May 21 - July 20, 2018:** Effectively supported the Property Office during the Site-Based Waitlist Opening (Phase I and Phase II).
- **June 2018:** Facilitated Limited English Proficiency Training for Section 3 Field Office Staff.

FOUR FACTOR ANALYSIS

SERVICES PROVIDED

CHA tracks and groups language information (self-reported) by program and provides free translation and interpretation services to CHA applicants/participants and the general public. Following HUD guidance, and based on data from 4th Quarter of

2018¹, CHA is required to translate vital documents in six (6) senior buildings and two (2) scattered site (See Exhibit E). For all other programs, CHA is not required to translate vital documents but may be required to translate and a notice of right of interpretation services (See Exhibit C). Hence, CHA has distributed notices in the appropriate language to residents with LEP and has trained staff on new procedures.

In addition, 190 Language Access posters (See Exhibit D) have been distributed across all lobbies in CHA Regional Offices and CHA properties in September 2017 to inform of free interpretation services available to CHA applicants/participants and the general public. CHA always translates documents as requested, even if not required by HUD.

Since the inception of the new policy, the usage of the telephonic interpretation line increased by 1033% from 152 in 2015 to 1,723 in 2018. This reflects the successful agency-wide training and outreach efforts to improve the customer service provided to individuals with LEP.

TOP 6 PRIMARY LANGUAGES²

	City of Chicago	Public Housing Households	Project-Based Voucher Households	Housing Choice Voucher Households	CHA Applicant Households
1	English	English (82.14%)	English (77.18%)	English (93.44%)	English (73.48%)
2	Spanish	Spanish (7.08%)	TBD (9.90%)	TBD (3.13%)	TBD (22.95%)
3	Polish	TBD (3.60%)	Spanish (3.58%)	Spanish (2.66%)	Spanish (1.54%)
4	Chinese	Chinese (3.06%)	Chinese (2.36%)	Russian (0.33%)	Chinese (0.92%)
5	Urdu/Hindi	Polish (1.17%)	Urdu/Hindi (1.47%)	Somali (0.14%)	Russian (0.12%)
6	Arabic	Korean (0.70%)	Russian (1.22%)	Other (0.05%)	Arabic (0.12%)

LEP COMMUNITY AND TRANSLATION OF VITAL DOCUMENTS

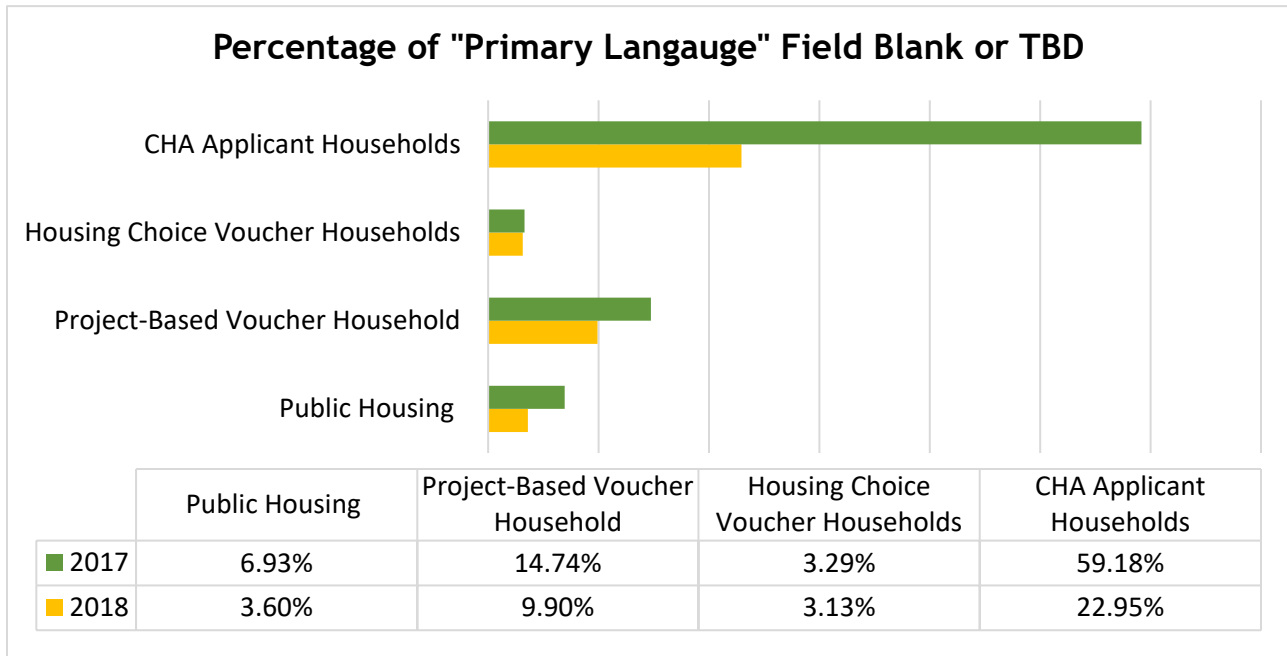
CHA tracks “Primary Language” in Yardi and this information allows us to complete the 4-factor analysis. CHA determines whether a vital document (flyers, notices, letters, newsletters, etc.) needs to be translated or if interpretation of the document will suffice with the 4-factor analysis (See Exhibit E).

The CHA has been working on ensuring its data integrity and the reporting of languages spoken by program has improved. In 2018 the total percentage of “Primary

¹ Requirements are subject to change. CHA will continue to track and update “Primary Language” and “Translation” requirements.

² Source: City of Chicago - Office of New Americans. CHA’s 2019 1st Quarter LAP Compliance Data Reports.

Language” field that is blank or “to be determined” (TBD) has decreased from 84.14% in 2017 to 39.58% in 2018. The table below represents percentage breakdown by CHA programs.



CHA will continue to translate vital and non-vital documents (as needed) and on a case-by-case basis (when the size of the language group does not require a written translation). Interpretation services can be provided in-person or over the phone, as requested. In addition, City-wide marketing campaigns (flyers, notices, etc.) are now translated in the City’s top 5 languages (Spanish, Polish, Chinese, Arabic and Hindi). In 2018, CHA translated 129 documents (See Exhibit A).

CHA RESOURCES

1. Automated translation and interpretation services managed by ODI and outsourced to professional firm as follows:
 - a. Written Translations: Multilingual Connections LLC
 - b. In-Person Translations: Metaphrasis Language and Anixter Center
 - c. Telephonic Interpretation: Telelanguage Inc.
2. Designated over 30 Language Access Liaisons at an agency-wide level
3. Identified over 84 Bilingual CHA Staff³
 - a. 82% Spanish Speakers
 - b. Other languages include but are not limited to; Arabic, Chinese, French, German, Hindi/Urdu, Polish, Romanian, Russian, Tagalog and Ukrainian.

The Translation and Interpretation Services expense for 2018 was \$79,271.03.

³ CHA employees are not required to disclose if they are bilingual. Thus, the number might be higher than reported.

SUMMARY OF TRANSLATION AND INTERPRETATION SERVICES PROVIDED

From January 1, 2015 to December 31, 2018, CHA has completed 5,608 translation and interpretation requests (See Figure 1 CHA Language Access Requests Processed). CHA uses SharePoint (internal tracking system) to process requests for translations and interpretation services. 1,256 (28%) were written translations; 3,481 (62%) telephonic interpretations; 549 (10%) in-person interpretations. To view the requests by language (See Figure 2 Requests Processed by Language).

FIGURE 1 CHA LANGUAGE ACCESS REQUESTS PROCESSED

Data as of: 02/20/2019

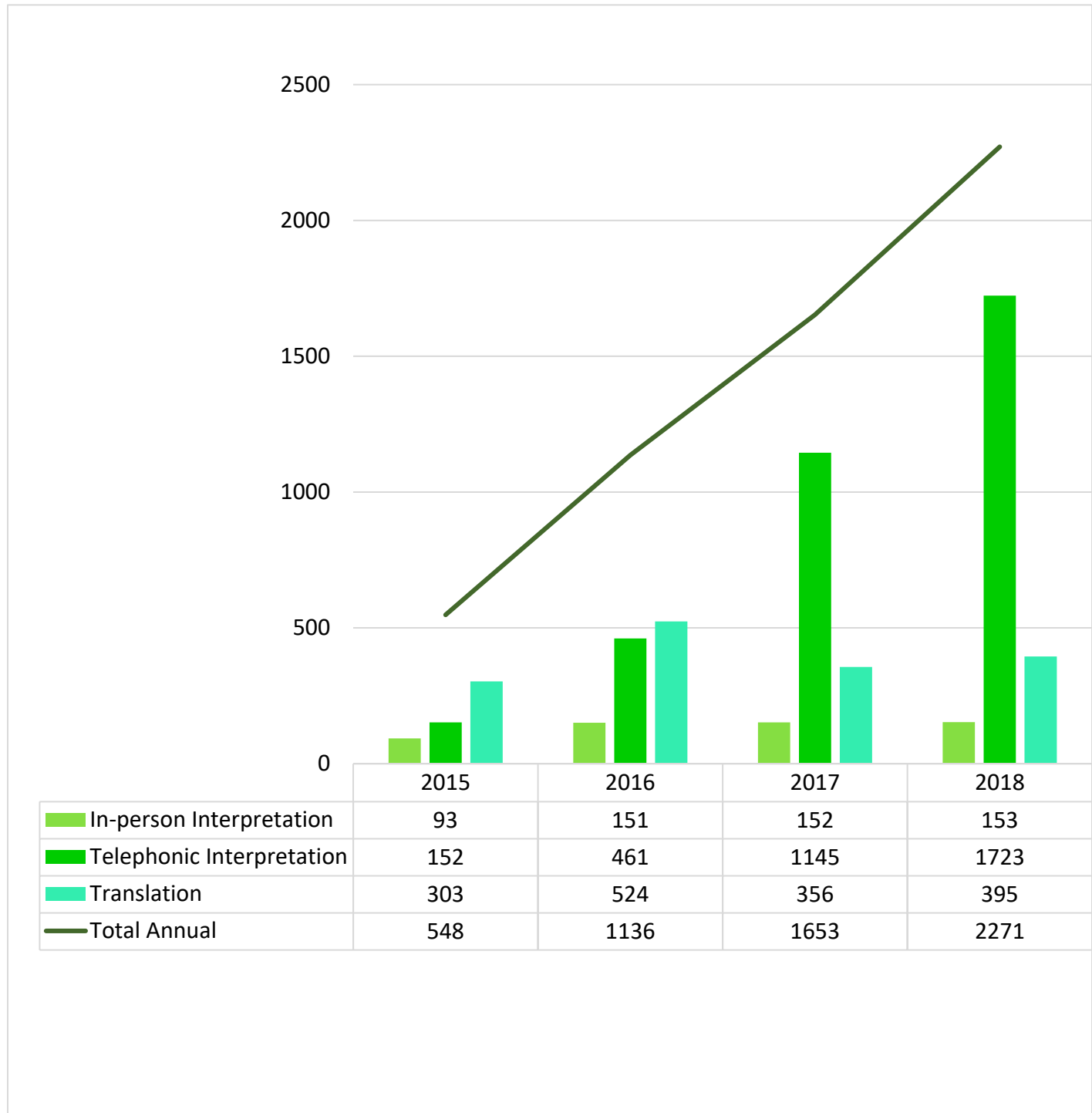


FIGURE 2 REQUESTS PROCESSED BY LANGUAGE

Data as of: 02/20/2019

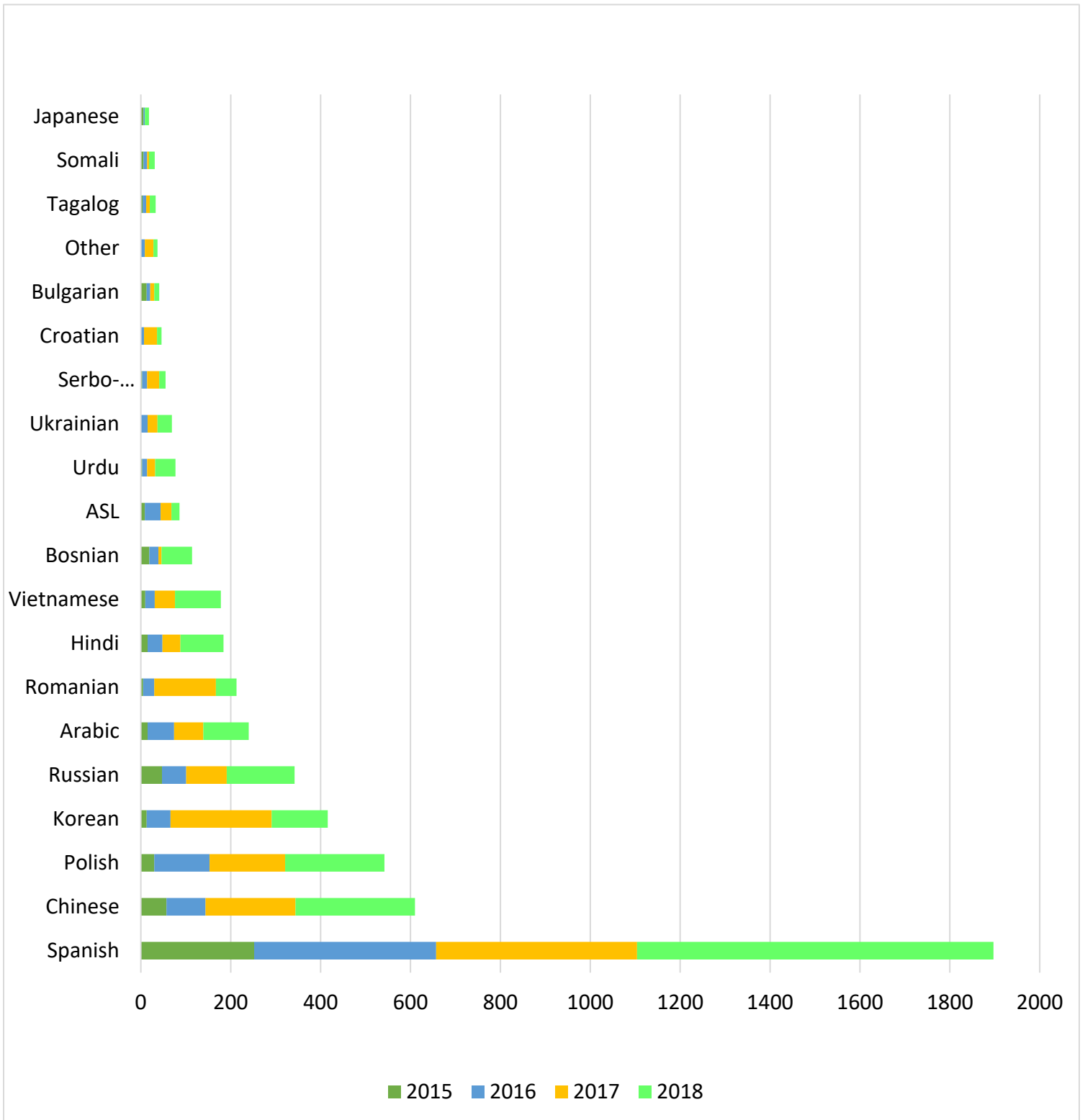


EXHIBIT A

CY2018 LIST OF TRANSLATED DOCUMENTS

#	Title	Office
1	Meeting Cancellation Notice February	BOC
2	Meetings Notice March	BOC
3	Rescheduled Meeting Notice	BOC
4	Meeting Notice July	BOC
5	Meeting Notice September	BOC
6	Meeting Notice November	BOC
7	Senior Housing Electronic Signature 2-page Flyer	Executive
8	Oso Apts Resident Notice	Executive
9	Amendment to the FY2018 Annual Plan	Executive
10	FY2018 MTW Annual Plan	Executive
11	FY2018 MTW AP Amendment	Executive
12	2017 Year-End Review	Executive
13	FY2019 MTW Annual Plan Resident Notice	Executive
14	Southbridge-Ickes Resident Notice	Executive
15	HCV Admin Plan Participant Notice	Executive
16	Trial CEO Resident Letter	Executive
17	Website Inquire Translation	Executive
18	Parkside 4 Resident Notice	Executive
19	HCV Addendum to the Family Obligations	Housing Choice Voucher
20	HCV Property Owner Workshops Q1	Housing Choice Voucher
21	HCV At A Glance	Housing Choice Voucher
22	HCV Participant Workshop Schedule	Housing Choice Voucher
23	HCV Amendment to the HAP Contract Form	Housing Choice Voucher
24	HCV Participant Briefing Presentation	Housing Choice Voucher
25	VAWA Occupancy Rights Acknowledgement	Housing Choice Voucher
26	HQS Inspections Presentation	Housing Choice Voucher
27	Marriage Certificate Translation	Housing Choice Voucher
28	HCV Application for Continued Eligibility	Housing Choice Voucher
29	Addendum to ROI/Privacy Act Notice	Housing Choice Voucher
30	Disclosure of Information for Elevated Blood Lead Levels	Housing Choice Voucher
31	Lead Education Initiative Checklist	Housing Choice Voucher
32	HUD Debts Owed to PHAs	Housing Choice Voucher
33	HUD Supplement to Application	Housing Choice Voucher
34	HCV Participant letter	Housing Choice Voucher
35	Reasonable Accommodation Request	Housing Choice Voucher

36	HCV Interim Re-examination Request Form	Housing Choice Voucher
37	HCV Hardship Exemption Request	Housing Choice Voucher
38	HCV Hardship Exemption Child Support Request	Housing Choice Voucher
39	Re-exam appointment notice	Housing Choice Voucher
40	HCV Change of Ownership Packet Cover Pages	Housing Choice Voucher
41	HCV Affidavit of Ownership	Housing Choice Voucher
42	HCV Authorization for the Release of Information, Owner	Housing Choice Voucher
43	HCV Management Authorization	Housing Choice Voucher
44	HCV HAP Contract Assignment	Housing Choice Voucher
45	HCV Direct Deposit Authorization Agreement	Housing Choice Voucher
46	Operation Warm Flyer	Housing Choice Voucher
47	Rent Cafe Translation	Housing Choice Voucher
48	Yardi 7S Translation	Housing Choice Voucher
49	Reasonable Accommodation Notice	Housing Choice Voucher
50	HCV Property Owner Certification Form	Inspector General
51	Reasonable Accommodation Decision Letter	Legal
52	Hearing Decision Translation - Resident	Legal
53	Informal Hearing Decision	Legal
54	Hearing Decision Translation - Resident	Legal
55	Gautreaux	Legal
56	Section 3 Field Office Outreach	Procurement
57	Section 3 Marketing	Procurement
58	Instruction training manual	Procurement
59	RAD FAQ Sheet	Property
60	RAD Conversion FAQ for Pre-Financing Plan	Property
61	RAD PBV to HCV Request Form	Property
62	RAD PBV to HCV Transfer FAQ	Property
63	RAD PBV to HCV Transfer Form	Property
64	Puerto Rico Evacuees Housing Initiative	Property
65	Update - 2018 Site Based (Interpretation Services)	Property
66	Occupancy Specialist II	Property
67	RAD Lease Meeting PowerPoint	Property
68	RAD Notice of PH Lease Termination	Property
69	RAD Information and General Information Notice	Property
70	Elizabeth Davis - Resident Meeting Before HAP	Property
71	FINAL Residential Parking Procedures May	Property
72	Resident Parking Acknowledgement and Registration	Property
73	Resident Parking Acknowledgement and Registration	Property
74	Site Based Waitlist Update Letter - 1st Notice	Property

75	Site Based Wait List Online Application	Property
76	Site Based Waitlist - Assistance Translator	Property
77	2018 Waitlist Update - E-blast	Property
78	2018 Site-Based Waitlist Phone Script	Property
79	Site Based Waitlist Fact Sheet	Property
80	Site Based Waitlist Outreach Letter -2nd Notice	Property
81	CHA PROPERTY ASSIST LOCATIONS	Property
82	Site Based Waitlist Outreach Robo Calls	Property
83	Hours of Operation Spanish	Property
84	RAD Information Notice Translated to Chinese Mandarin	Property
85	Resident Transfer Waitlist Portal	Property
86	2018 Tenant File Header Sheets	Property
87	VAWA OCCUPANCY RIGHTS ACKNOWLEDGEMENT	Property
88	HUD 5382 Certification Form	Property
89	Resident Transfer Waitlist Portal - Error Messages	Property
90	2018 Site Based Waitlist - Final Status - Removed	Property
91	2018 Site Based - Final Status Letter	Property
92	RAD Lease Termination Notice	Property
93	RAD Lease Meeting/PH Lease Termination	Property
94	2018 Customer Satisfaction Survey	Property
95	2018 Site-Based Waitlist - Final Status Letter (removed)	Property
96	2018 Site-Based Waitlist - Final Status Letter (on list)	Property
97	Site Based Waitlist Outreach Letter -2nd Notice Revision	Property
98	Hedger LIHTC	Property
99	Site Based Waitlist Update Online Application	Property
100	2018 Site Based Waitlist Flyer	Property
101	Waitlist Opening - Eblast	Property
102	Site Based Waitlist Flyer	Property
103	Update to Waitlist Opening - Eblast	Property
104	Verify Scholarship Material Translation	Resident Services
105	2018 Q1 FSS Flyer	Resident Services
106	2018 Q2 FSS Flyer	Resident Services
107	2018 Q2 FSS Flyer	Resident Services
108	2018 Q4 FSS Flyer	Resident Services
109	CTO Income Flyer	Resident Services
110	FCAP Flyer	Resident Services
111	CTO Income Flyer Request	Resident Services
112	OLF Invite Letter	Resident Services
113	CAC Employment Fair Flyer	Resident Services

114	RAD Satisfaction Survey	Resident Services
115	RAD Transfer FAQs	Resident Services
116	Smoke Free CHA Flyer	Resident Services
117	SFPH FAQ	Resident Services
118	QS Flyer	Resident Services
119	FamilyWorks Adult Intake Form	Resident Services
120	Transfer Request QS Flyer - Hindi	Resident Services
121	Transfer Request- SF FAQ - Hindi	Resident Services
122	QS TRANS REQ	Resident Services
123	SF Transfer Request - Bosnian	Resident Services
124	Common Phrases	Resident Services
125	FW Survey	Resident Services
126	FW Flyer	Resident Services
127	F2018 OLF Invite Letter	Resident Services
128	Veteran's Day Flyer - Chinese	Resident Services
129	Senior Survey	Resident Services

EXHIBIT B

Language Identification Chart helps staff interact with individuals with Limited English Proficiency (LEP).

Language Identification Chart



LANGUAGE IDENTIFICATION CHART

Show your client the chart and prompt him/her to identify his/her primary language.

Call, if needed, CHA's Language Assistance Line at **1-855-965-4282**

ENGLISH	ENGLISH
ARABIC	عربي
BOSNIAN	BOSANSKI
BULGARIAN	БЪЛГАРСКИ
CHINESE	中文
HINDI	हिंदी
KOREAN	한국어
POLISH	POLSKI
RUSSIAN	РУССКИЙ
SPANISH	ESPAÑOL
VIETNAMESE	TIẾNG VIỆT
SIGN LANGUAGE	An icon representing sign language, showing a stylized hand with fingers spread, positioned as if in a signing gesture.



QUICK REFERENCE GUIDE FOR ASSISTING A LIMITED ENGLISH PROFICIENCY (LEP) CLIENT

Who are LEP persons?

Persons who as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write, or understand without proper language assistance.

Are you **UNEXPECTEDLY** assisting an LEP individual **IN PERSON**?

1. Know your Language Access Liaison!
2. Identify primary language of LEP individual by showing your LEP client the Language Identification Chart
3. Contact front-line bilingual staff, if available; or
4. Conference in an interpreter via CHA's Language Assistance Line at **1-855-965-4282**
5. Send an e-mail to chala@thecha.org with the date/time/language/duration of the call

Are you **UNEXPECTEDLY** assisting an LEP individual **OVER THE PHONE**?

1. Know your Language Access Liaison!
2. Identify primary language of LEP individual by showing your LEP client the Language Identification Chart
3. Send an e-mail to chala@thecha.org with the date/time/language/duration of the call

Are you **EXPECTING** to assist an LEP individual **IN PERSON**?

1. Know your Language Access Liaison!
2. Assign front-line bilingual staff, if available to assist; or
3. Request an interpreter through your Language Access Liaison

For more information contact chala@thecha.org

EXHIBIT C

Language Interpretation Notice, containing top 20 languages, informing CHA applicant and participants of right to free interpretation services. This document is utilized as a collateral material for mailing purposes.

Language Interpretation Notice



If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. Please call us (312) 742-8500 to assist you with an interpreter.

Español Spanish	Si usted, o alguien que usted está ayudando, tiene preguntas; tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Por favor llámenos al (312) 742-8500 para asistirlo con un intérprete.
漢語 Chinese	如果您或您正在帮助的人有问题，您有权免费使用您的语言获取帮助和信息。请致电（312）742-8500 与我们联系，可以获得口译协助。
Język Polski Polish	Jeśli Ty albo osoba, której pomagasz, macie / ma pytania, to macie / masz prawo uzyskać bezpłatną pomoc i informacje w języku polskim. Zadzwoń do nas pod numer (312) 742-8500 aby uzyskać pomoc tłumacza.
العربية Arabic	إذا كانت لديك أنت أو الشخص الذي تساعد أسئلة، فلديك الحق في الحصول على المساعدة أو المعلومات بدون مقابل. يرجى الاتصال بنا على الرقم (312) 742-8500 لمساعدتك بواسطة مترجم.
हिन्दी Hindi	यदि आपके, या कोई और जिसकी आप मदद कर रहे हैं, के प्रश्न हैं, तो आपको बिना किसी कीमत के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। कृपया हमें (312) 742-8500 पर कॉल करें ताकि हम आपकी एक दुभाषिया के साथ सहायता कर सकें।
한국어 Korean	귀하 또는 귀하가 돕고 있는 누군가가 질문이 있다면, 해당 언어에 대해 무료로 도움을 받고 정보를 얻을 권리가 있습니다. (312) 742-8500 으로 전화 주시면 통역사와 함께 도와드리겠습니다.
Română Romanian	Dacă dvs. sau o persoană pe care o ajutați aveți întrebări, aveți dreptul să obțineți asistență și informații gratuite în limba dvs. Ne puteți suna la (312) 742-8500 pentru a beneficia de serviciile unui interpret.
Wikang Tagalog Tagalog	Kung ikaw, o sinumang tinutulungan mo ay may tanong, may karapatan kayong humingi ng librang tulong at impormasyon sa inyong wika. Mangyaring tawagan kami sa (312) 742-8500 para tulungan ka ng tagapagsaling-wika.
Bosanski Bosnian	Ako Vi, ili neko kome pomažete, imate pitanja, imate pravo na pomoć i informacije na svom jeziku bez ikakvih troškova. Molimo nazovite nas na broj (312) 742-8500 da biste dobili pomoć sa prevodiocem.
български Bulgarian	Ако Виe или някой, който Ви помага, имате въпроси: Виe имате право да получите помощ и информация на Вашия език, без разходи. Моля, обадете ни се на (312) 742-8500, за да помогнем с преводач.
українська мова Ukrainian	Якщо у Вас або у людини, якій Ви допомагаєте є питання, Ви можете отримати допомогу та інформацію Вашою мовою без жодних витрат. Будь ласка, зателефонуйте нам за телефоном (312) 742-8500 для з'єднання Вас з перекладачем.
Srpskohrvatski Serbo-Croatian	Ako Vi, ili neko kome pružate pomoć, imate pitanja, imate pravo da pomoć i informacije dobijete na svom jeziku, bez naknade. Molimo pozovite nas na (312) 742-8500 za pomoć sa uslugom prevođenja.
Af-Soomaali Somali	Haddii adiga, ama qof aad caawinaysid, uu qabo su'aalo, waxaad xaq u leedahay in aad heshid caawimaad iyo macluumaad ku qoran luuqadaada kuwaas oo bilaash ah. Fadlan naga soo wac lambarkan (312) 742-8500 si aynu kuugu caawino in aad heshid turjubaan.
日本語 Japanese	あなたまたはあなたが助けている人に質問がある場合、あなたは無料であなたの言語でヘルプと情報入手する権利があります。通訳を要請するには（312）742-8500 までお電話ください。
ગુજરાતી Gujarati	જો તમને કે તમે જેને મદદ કરતા હો તેને પ્રશ્નો હોય તો, વિના મુલ્યે મદદ મેળવવાનો અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. તમને દુભાષિયાની સહાય આપવા કૃપા કરી અમને (312) 742-8500 આ નંબર ઉપર કોલ કરો.



The Chicago Housing Authority programs and activities are important to everyone.

We provide free translation and interpretation services for anyone who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability

To receive language or communication assistance free of charge, please call us at (312) 742-8500 or contact us via e-mail at chala@thecha.org

If you believe we have failed to provide a service, or think we have discriminated in another way, please contact the CHA's Housing Rights and Nondiscrimination Department. For contact information go to the CHA website www.thecha.org or call at (312) 913-7062

You may also contact HUD's local Office of Fair Housing and Equal Opportunity. For contact information of the local HUD office, go to the HUD website or call the housing discrimination toll free hotline at 800-669-9777 (voice) or 800 927-9275 (TTY).

EXHIBIT D

Language Access poster informs CHA applicants/participants and the general public of free interpretation services available free of charge

Language Access Poster



NEED AN INTERPRETER? CHA CAN ASSIST YOU!

需要口語翻譯?
CHA能够協助您!

एक दुभाषयि की आवश्यकता है?
सीएचए आपकी सहायता कर सकता है!

هل تحتاج إلى خدمات الترجمة الفورية؟ تستطيع هيئة إسكان شيكاغو (CHA) مساعدتك!

POTRZEBUJESZ
TŁUMACZA
USTNEGO?
CHA MOŻE
POMÓC!



¿NECESITA
UN INTÉRPRETE?
¡CHA LE PUEDE
AYUDAR!

TREBATE
PREVODIOCA?
CHA VAM MOŽE
POMOĆI!

CHA

BẠN CẦN PHIÊN DỊCH
VIÊN?
CHA SẼ GIÚP
ĐỠ BẠN!

CHICAGO HOUSING
AUTHORITY™

통역이 필요하신가요?
CHA에서 도와드리겠습니다!



НУЖЕН ПЕРЕВОДЧИК?
CHA МОЖЕТ
ПОМОЧЬ ВАМ!

AVEȚI NEVOIE DE
INTERPREȚ?
CHA VĂ POATE
AJUTA!



CHALA@THECHA.ORG (312) 742-8500



EXHIBIT E

Self-Reported Primary Language Data

Supporting Language Data(Self-Reported) Source: Yardi 2018 4th Quarter Reports.

Property Office and Rental Assistance Demonstration (RAD)

Property Type	Common Property Name	Languages Spoken on Site	Households in Language Group	Total Households at Site	Translation Requirement
Family	Altgeld-Murray Homes	Creole (Portuguese)	1	1470	No written translation is required
Family	Altgeld-Murray Homes	English	1464	1470	
Family	Altgeld-Murray Homes	French	1	1470	No written translation is required
Family	Altgeld-Murray Homes	Polish	1	1470	No written translation is required
Family	Altgeld-Murray Homes	Spanish	1	1470	No written translation is required
Family	Altgeld-Murray Homes	(blank)	2	1470	
Family	Bridgeport Homes	English	100	105	
Family	Bridgeport Homes	Spanish	3	105	No written translation is required
Family	Bridgeport Homes	(blank)	2	105	
Family	Brooks Homes	English	303	304	
Family	Brooks Homes	Other	1	304	No written translation is required
Family	Cabrini Rowhouses	English	134	137	
Family	Cabrini Rowhouses	Spanish	3	137	No written translation is required
Family	Dearborn Homes	English	50	51	
Family	Dearborn Homes	Spanish	1	51	No written translation is required
Family	Dearborn Homes	English	565	574	
Family	Dearborn Homes	Polish	1	574	No written translation is required
Family	Dearborn Homes	Russian	1	574	No written translation is required
Family	Dearborn Homes	Spanish	6	574	No written translation is required
Family	Dearborn Homes	(blank)	1	574	
Family	Horner-Westhaver	English	51	53	
Family	Horner-Westhaver	(blank)	2	53	
Family	Horner-Westhaver	English	221	224	
Family	Horner-Westhaver	(blank)	3	224	
Family	Lake Parc Place	English	131	131	
Family	Lake Parc Place	Creole	1	125	No written translation is required
Family	Lake Parc Place	English	124	125	
Family	Lathrop Homes	English	66	95	
Family	Lathrop Homes	Spanish	29	95	Translated written notices of right to receive free oral interpretation of documents
Family	Lawndale Gardens	English	107	109	
Family	Lawndale Gardens	Spanish	2	109	No written translation is required
Family	Lowden Homes	English	118	122	
Family	Lowden Homes	(blank)	4	122	
Family	Trumbull Park Homes	English	379	416	
Family	Trumbull Park Homes	Spanish	1	416	No written translation is required
Family	Trumbull Park Homes	(blank)	36	416	
Family	Villages of Westhaven (RAD)	English	73	73	
Family	Washington Park Low Rises	English	195	196	
Family	Washington Park Low Rises	Gujarat	1	196	No written translation is required
Family	Wentworth Gardens	English	318	321	
Family	Wentworth Gardens	Spanish	2	321	No written translation is required
Family	Wentworth Gardens	(blank)	1	321	
Mixed Income	Casa Queretarc	English	11	15	
Mixed Income	Casa Queretarc	(blank)	4	15	
Mixed Income	City Gardens	English	18	24	
Mixed Income	City Gardens	(blank)	6	24	
Mixed Income	Clybourn 1200	English	23	25	
Mixed Income	Clybourn 1200	(blank)	2	25	
Mixed Income	Domain Lofts	English	16	16	
Mixed Income	Fountain View	English	11	13	
Mixed Income	Fountain View	(blank)	2	13	
Mixed Income	Hilliard Towers Apartments	English	51	55	
Mixed Income	Hilliard Towers Apartments	(blank)	4	55	
Mixed Income	Hilliard Towers Apartments	English	42	56	
Mixed Income	Hilliard Towers Apartments	Spanish	1	56	No written translation is required
Mixed Income	Hilliard Towers Apartments	(blank)	13	56	
Mixed Income	Jazz On the Boulevarc	English	24	28	
Mixed Income	Jazz On the Boulevarc	(blank)	4	28	
Mixed Income	Keystone Place	English	28	38	
Mixed Income	Keystone Place	(blank)	10	38	
Mixed Income	Lake Park Crescent	English	57	85	
Mixed Income	Lake Park Crescent	(blank)	28	85	
Mixed Income	Langston	English	21	27	
Mixed Income	Langston	(blank)	6	27	
Mixed Income	Legends South	English	198	266	
Mixed Income	Legends South	(blank)	68	266	
Mixed Income	Mohawk North	English	14	14	
Mixed Income	North Town Village I & II	English	74	74	
Mixed Income	Oakwood Shores	English	206	261	
Mixed Income	Oakwood Shores	(blank)	55	261	
Mixed Income	Old Town Square	English	16	16	
Mixed Income	Old Town Village East I & II	English	27	27	
Mixed Income	Old Town Village West	English	36	36	
Mixed Income	Orchard Park	English	76	76	

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Mixed Income	Park Boulevard and The Pershing	English	115	161	
Mixed Income	Park Boulevard and The Pershing	Spanish	1	161	No written translation is required
Mixed Income	Park Boulevard and The Pershing	(blank)	45	161	
Mixed Income	Park Douglas	English	60	60	
Mixed Income	Parkside of Old Town	English	179	181	
Mixed Income	Parkside of Old Town	Spanish	2	181	No written translation is required
Mixed Income	Quincy	English	20	26	
Mixed Income	Quincy	(blank)	6	26	
Mixed Income	Renaissance North	English	15	18	
Mixed Income	Renaissance North	(blank)	3	18	
Mixed Income	Roosevelt Square	English	198	237	
Mixed Income	Roosevelt Square	Other	1	237	No written translation is required
Mixed Income	Roosevelt Square	Spanish	2	237	No written translation is required
Mixed Income	Roosevelt Square	(blank)	36	237	
Mixed Income	Shops and Lofts at 47th	English	26	28	
Mixed Income	Shops and Lofts at 47th	Spanish	1	28	No written translation is required
Mixed Income	Shops and Lofts at 47th	(blank)	1	28	
Mixed Income	St. Edmunds Meadows	English	9	14	
Mixed Income	St. Edmunds Meadows	(blank)	5	14	
Mixed Income	St. Edmunds Oasis	English	14	19	
Mixed Income	St. Edmunds Oasis	(blank)	5	19	
Mixed Income	Sterling Park Apartments	Chinese (Mandarin)	1	65	No written translation is required
Mixed Income	Sterling Park Apartments	English	45	65	
Mixed Income	Sterling Park Apartments	Spanish	1	65	No written translation is required
Mixed Income	Sterling Park Apartments	(blank)	18	65	
Mixed Income	Sullivan Stator	English	43	44	
Mixed Income	Sullivan Stator	(blank)	1	44	
Mixed Income	The Dorchester	English	12	12	
Mixed Income	West End	English	121	123	
Mixed Income	West End	Other	1	123	No written translation is required
Mixed Income	West End	Spanish	1	123	No written translation is required
Mixed Income	Westhaven Park	English	225	232	
Mixed Income	Westhaven Park	Spanish	6	232	No written translation is required
Mixed Income	Westhaven Park	(blank)	1	232	
Scattered Site	SS Region 1 (a032000)	Arabic	2	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Bosnian	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Chinese (Mandarin)	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Creole (Portuguese)	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	English	986	1311	
Scattered Site	SS Region 1 (a032000)	Fanti	2	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	French	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Nepalese	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Other	2	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Romanian	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Spanish	292	1311	Translated vital documents
Scattered Site	SS Region 1 (a032000)	Urdu/Hind	1	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	Vietnamese	3	1311	No written translation is required
Scattered Site	SS Region 1 (a032000)	(blank)	17	1311	
Scattered Site	SS Region 2 (a035000)	English	355	432	
Scattered Site	SS Region 2 (a035000)	Korean	1	432	No written translation is required
Scattered Site	SS Region 2 (a035000)	Spanish	76	432	Translated vital documents
Scattered Site	SS Region 3 (a033000)	English	304	309	
Scattered Site	SS Region 3 (a033000)	Spanish	1	309	No written translation is required
Scattered Site	SS Region 3 (a033000)	(blank)	4	309	
Scattered Site	SS Region 4 (a034000)	English	299	330	
Scattered Site	SS Region 4 (a034000)	Polish	1	330	No written translation is required
Scattered Site	SS Region 4 (a034000)	Spanish	15	330	No written translation is required
Scattered Site	SS Region 4 (a034000)	(blank)	15	330	
Senior	Ada S. Dennison-McKinley Apts	English	112	113	
Senior	Ada S. Dennison-McKinley Apts	Fanti	1	113	No written translation is required
Senior	Albany Terrace Apts	Chinese (Mandarin)	1	254	No written translation is required
Senior	Albany Terrace Apts	English	199	254	
Senior	Albany Terrace Apts	Spanish	54	254	Translated vital documents
Senior	Alfreda Barnett Duster Apts	English	114	118	
Senior	Alfreda Barnett Duster Apts	Spanish	4	118	No written translation is required
Senior	Apartamentos Las Americas (RAD)	Chinese (Cantonese)	1	200	No written translation is required
Senior	Apartamentos Las Americas (RAD)	Chinese (Mandarin)	4	200	No written translation is required
Senior	Apartamentos Las Americas (RAD)	English	95	200	
Senior	Apartamentos Las Americas (RAD)	Polish	1	200	No written translation is required
Senior	Apartamentos Las Americas (RAD)	Spanish	98	200	Translated vital documents
Senior	Apartamentos Las Americas (RAD)	(blank)	1	200	
Senior	Armour Square Apts & Annex	Chinese (Cantonese)	42	90	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	Chinese (Mandarin)	30	90	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	English	17	90	
Senior	Armour Square Apts & Annex	Spanish	1	90	No written translation is required

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Senior	Armour Square Apts & Annex	Chinese (Cantonese)	36	97	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	Chinese (Mandarin)	40	97	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	English	20	97	
Senior	Armour Square Apts & Annex	Spanish	1	97	No written translation is required
Senior	Armour Square Apts & Annex	Chinese (Cantonese)	55	99	Translated vital documents
Senior	Armour Square Apts & Annex	Chinese (Mandarin)	26	99	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	English	18	99	
Senior	Armour Square Apts & Annex	Chinese (Cantonese)	48	91	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	Chinese (Mandarin)	24	91	Translated written notices of right to receive free oral interpretation of documents
Senior	Armour Square Apts & Annex	English	19	91	
Senior	Bridgeport Elderly	Chinese (Mandarin)	1	14	Translated written notices of right to receive free oral interpretation of documents
Senior	Bridgeport Elderly	English	11	14	
Senior	Bridgeport Elderly	Spanish	2	14	Translated written notices of right to receive free oral interpretation of documents
Senior	Britton Budd Apts	Bosnian	4	166	No written translation is required
Senior	Britton Budd Apts	Bulgarian	1	166	No written translation is required
Senior	Britton Budd Apts	Chinese (Cantonese)	1	166	No written translation is required
Senior	Britton Budd Apts	Chinese (Mandarin)	7	166	No written translation is required
Senior	Britton Budd Apts	English	119	166	
Senior	Britton Budd Apts	French	1	166	No written translation is required
Senior	Britton Budd Apts	Other	1	166	No written translation is required
Senior	Britton Budd Apts	Polish	13	166	Translated written notices of right to receive free oral interpretation of documents
Senior	Britton Budd Apts	Romanian	1	166	No written translation is required
Senior	Britton Budd Apts	Russian	5	166	No written translation is required
Senior	Britton Budd Apts	Spanish	13	166	Translated written notices of right to receive free oral interpretation of documents
Senior	Caroline Hedger Apts (RAD)	Amharic	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Arabic	9	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Bosnian	5	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Bulgarian	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Burmese	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Chinese (Cantonese)	1	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Chinese (Mandarin)	5	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	English	161	401	
Senior	Caroline Hedger Apts (RAD)	Fanti	1	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	French	1	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Gujarat	6	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Hebrew	1	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Korean	10	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Lithuanian	1	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Other	26	401	Translated written notices of right to receive free oral interpretation of documents
Senior	Caroline Hedger Apts (RAD)	Polish	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Romanian	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Russian	28	401	Translated written notices of right to receive free oral interpretation of documents
Senior	Caroline Hedger Apts (RAD)	Spanish	16	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Tagalog	4	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Thai	2	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Urdu/Hindi	98	401	Translated vital documents
Senior	Caroline Hedger Apts (RAD)	Vietnamese	11	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	Yoruba	3	401	No written translation is required
Senior	Caroline Hedger Apts (RAD)	(blank)	2	401	
Senior	Castleman Apts	Amharic	1	196	No written translation is required
Senior	Castleman Apts	Bosnian	3	196	No written translation is required
Senior	Castleman Apts	Bulgarian	1	196	No written translation is required
Senior	Castleman Apts	Cambodian (mon-khmer)	3	196	No written translation is required
Senior	Castleman Apts	Chinese (Cantonese)	7	196	No written translation is required
Senior	Castleman Apts	Chinese (Mandarin)	18	196	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	English	88	196	
Senior	Castleman Apts	Greek	1	196	No written translation is required
Senior	Castleman Apts	Korean	25	196	Translated written notices of right to receive free oral interpretation of documents

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Senior	Castleman Apts	Other	1	196	No written translation is required
Senior	Castleman Apts	Polish	6	196	No written translation is required
Senior	Castleman Apts	Spanish	13	196	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Tagalog	5	196	No written translation is required
Senior	Castleman Apts	Thai	2	196	No written translation is required
Senior	Castleman Apts	Vietnamese	22	196	Translated written notices of right to receive free oral interpretation of documents
Senior	Crowder Place	English	7	9	
Senior	Crowder Place	Spanish	2	9	Translated written notices of right to receive free oral interpretation of documents
Senior	Daniel Hudson Burnham Apts (RAD)	Albanian	1	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Arabic	10	176	Translated written notices of right to receive free oral interpretation of documents
Senior	Daniel Hudson Burnham Apts (RAD)	Bosnian	3	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Chinese (Cantonese)	1	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	English	65	176	
Senior	Daniel Hudson Burnham Apts (RAD)	Gujarat	3	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Korean	1	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Other	35	176	Translated written notices of right to receive free oral interpretation of documents
Senior	Daniel Hudson Burnham Apts (RAD)	Polish	6	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Romanian	1	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Russian	32	176	Translated written notices of right to receive free oral interpretation of documents
Senior	Daniel Hudson Burnham Apts (RAD)	Spanish	5	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Ukrainian	2	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Urdu/Hindi	8	176	No written translation is required
Senior	Daniel Hudson Burnham Apts (RAD)	Yoruba	3	176	No written translation is required
Senior	Edith Spurlock Sampson Apts	Arabic	1	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Bosnian	2	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Chinese (Mandarin)	1	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	English	119	177	
Senior	Edith Spurlock Sampson Apts	Korean	1	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Other	3	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Polish	12	177	Translated written notices of right to receive free oral interpretation of documents
Senior	Edith Spurlock Sampson Apts	Russian	2	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Spanish	34	177	Translated written notices of right to receive free oral interpretation of documents
Senior	Edith Spurlock Sampson Apts	Tagalog	1	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Thai	1	177	No written translation is required
Senior	Edith Spurlock Sampson Apts	Arabic	1	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Bulgarian	1	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Chinese (Mandarin)	1	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	English	126	195	
Senior	Edith Spurlock Sampson Apts	French	1	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Greek	3	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Korean	1	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Other	5	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Polish	6	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Russian	6	195	No written translation is required
Senior	Edith Spurlock Sampson Apts	Spanish	43	195	Translated written notices of right to receive free oral interpretation of documents
Senior	Edith Spurlock Sampson Apts	(blank)	1	195	
Senior	Elizabeth Davis Apts (RAD)	English	100	120	
Senior	Elizabeth Davis Apts (RAD)	Polish	1	120	No written translation is required
Senior	Elizabeth Davis Apts (RAD)	Spanish	3	120	No written translation is required
Senior	Elizabeth Davis Apts (RAD)	(blank)	16	120	
Senior	Elizabeth Wood Apts	Chinese (Mandarin)	1	78	No written translation is required
Senior	Elizabeth Wood Apts	English	62	78	
Senior	Elizabeth Wood Apts	Fanti	1	78	No written translation is required
Senior	Elizabeth Wood Apts	Polish	1	78	No written translation is required
Senior	Elizabeth Wood Apts	Russian	6	78	Translated written notices of right to receive free oral interpretation of documents
Senior	Elizabeth Wood Apts	Spanish	5	78	Translated written notices of right to receive free oral interpretation of documents
Senior	Elizabeth Wood Apts	(blank)	2	78	
Senior	Ella Flagg Young Apts	Bosnian	3	229	No written translation is required
Senior	Ella Flagg Young Apts	Chinese (Cantonese)	2	229	No written translation is required
Senior	Ella Flagg Young Apts	Chinese (Mandarin)	9	229	No written translation is required
Senior	Ella Flagg Young Apts	English	126	229	

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Senior	Ella Flagg Young Apts	Japanese	1	229	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Korean	40	229	No written translation is required
Senior	Ella Flagg Young Apts	Other	1	229	No written translation is required
Senior	Ella Flagg Young Apts	Polish	2	229	No written translation is required
Senior	Ella Flagg Young Apts	Russian	2	229	No written translation is required
Senior	Ella Flagg Young Apts	Serbo-Croatian	1	229	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Spanish	16	229	No written translation is required
Senior	Ella Flagg Young Apts	Tagalog	5	229	No written translation is required
Senior	Ella Flagg Young Apts	Thai	3	229	No written translation is required
Senior	Ella Flagg Young Apts	Urdu/Hindi	1	229	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Vietnamese	16	229	No written translation is required
Senior	Ella Flagg Young Apts	Yoruba	1	229	No written translation is required
Senior	Fannie Emanuel Apts (RAD)	Armenian	1	174	No written translation is required
Senior	Fannie Emanuel Apts (RAD)	English	158	174	
Senior	Fannie Emanuel Apts (RAD)	French	1	174	No written translation is required
Senior	Fannie Emanuel Apts (RAD)	Spanish	2	174	No written translation is required
Senior	Fannie Emanuel Apts (RAD)	(blank)	12	174	
Senior	Fisher Apts (RAD)	Albanian	2	174	No written translation is required
Senior	Fisher Apts (RAD)	Amharic	2	174	No written translation is required
Senior	Fisher Apts (RAD)	Arabic	1	174	No written translation is required
Senior	Fisher Apts (RAD)	Bosnian	7	174	No written translation is required
Senior	Fisher Apts (RAD)	Bulgarian	1	174	No written translation is required
Senior	Fisher Apts (RAD)	Chinese (Cantonese)	1	174	No written translation is required
Senior	Fisher Apts (RAD)	Chinese (Mandarin)	2	174	No written translation is required
Senior	Fisher Apts (RAD)	English	93	174	
Senior	Fisher Apts (RAD)	Gujarati	2	174	No written translation is required
Senior	Fisher Apts (RAD)	Korean	1	174	No written translation is required
Senior	Fisher Apts (RAD)	Other	1	174	No written translation is required
Senior	Fisher Apts (RAD)	Polish	3	174	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Fisher Apts (RAD)	Russian	20	174	No written translation is required
Senior	Fisher Apts (RAD)	Serbo-Croatian	1	174	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Fisher Apts (RAD)	Spanish	12	174	No written translation is required
Senior	Fisher Apts (RAD)	Tagalog	3	174	No written translation is required
Senior	Fisher Apts (RAD)	Urdu/Hindi	6	174	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Fisher Apts (RAD)	Vietnamese	16	174	No written translation is required
Senior	Flannery Apts	Chinese (Cantonese)	1	122	No written translation is required
Senior	Flannery Apts	English	92	122	
Senior	Flannery Apts	French	1	122	No written translation is required
Senior	Flannery Apts	Polish	2	122	No written translation is required
Senior	Flannery Apts	Russian	3	122	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Flannery Apts	Spanish	20	122	No written translation is required
Senior	Flannery Apts	Tagalog	1	122	No written translation is required
Senior	Flannery Apts	(blank)	2	122	
Senior	Flannery Apts	Chinese (Mandarin)	2	120	No written translation is required
Senior	Flannery Apts	Creole (French)	2	120	No written translation is required
Senior	Flannery Apts	English	99	120	
Senior	Flannery Apts	Polish	1	120	No written translation is required
Senior	Flannery Apts	Russian	1	120	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Flannery Apts	Spanish	15	120	No written translation is required
Senior	Harry Schneider Apts (RAD)	Arabic	3	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Bosnian	3	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Cambodian (mon-khmer)	1	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Chinese (Cantonese)	1	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Chinese (Mandarin)	2	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	English	69	165	
Senior	Harry Schneider Apts (RAD)	Greek	2	165	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Harry Schneider Apts (RAD)	Korean	16	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Other	7	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Polish	3	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Romanian	5	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Russian	7	165	No written translation is required
Senior	Harry Schneider Apts (RAD)	Serbo-Croatian	6	165	No written translation is required
					Translated written notices of right to receive free oral interpretation of documents
Senior	Harry Schneider Apts (RAD)	Spanish	30	165	No written translation is required

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Senior	Harry Schneider Apts (RAD	Tagalog	2	165	No written translation is required
Senior	Harry Schneider Apts (RAD	Ukrainian	1	165	No written translation is required
Senior	Harry Schneider Apts (RAD	Urdu/Hind	5	165	No written translation is required
Senior	Harry Schneider Apts (RAD	Vietnamese	1	165	No written translation is required
Senior	Harry Schneider Apts (RAD	Yoruba	1	165	No written translation is required
Senior	Hattie Callner Apts (RAD	Albanian	3	139	No written translation is required
Senior	Hattie Callner Apts (RAD	Arabic	1	139	No written translation is required
Senior	Hattie Callner Apts (RAD	Chinese (Cantonese)	2	139	No written translation is required
Senior	Hattie Callner Apts (RAD	Chinese (Mandarin)	4	139	No written translation is required
Senior	Hattie Callner Apts (RAD	English	82	139	
Senior	Hattie Callner Apts (RAD	Italian	2	139	No written translation is required
Senior	Hattie Callner Apts (RAD)	Korean	9	139	Translated written notices of right to receive free oral interpretation of documents
Senior	Hattie Callner Apts (RAD	Other	4	139	No written translation is required
Senior	Hattie Callner Apts (RAD)	Polish	8	139	Translated written notices of right to receive free oral interpretation of documents
Senior	Hattie Callner Apts (RAD	Romanian	7	139	No written translation is required
Senior	Hattie Callner Apts (RAD	Russian	1	139	No written translation is required
Senior	Hattie Callner Apts (RAD)	Spanish	15	139	Translated written notices of right to receive free oral interpretation of documents
Senior	Hattie Callner Apts (RAD	Vietnamese	1	139	No written translation is required
Senior	Hilliard Towers Apartments	Chinese (Cantonese)	4	90	No written translation is required
Senior	Hilliard Towers Apartments	Chinese (Mandarin)	13	90	Translated written notices of right to receive free oral interpretation of documents
Senior	Hilliard Towers Apartments	English	7	90	
Senior	Hilliard Towers Apartments	(blank)	66	90	
Senior	Hilliard Towers Apartments	Chinese (Mandarin)	27	91	Translated written notices of right to receive free oral interpretation of documents
Senior	Hilliard Towers Apartments	English	43	91	
Senior	Hilliard Towers Apartments	(blank)	21	91	
Senior	Irene McCoy Gaines Apts	English	108	108	
Senior	Judge Green Apts	English	138	138	
Senior	Judge Slater Annex (RAD	English	188	190	
Senior	Judge Slater Annex (RAD	Hebrew	1	190	No written translation is required
Senior	Judge Slater Annex (RAD	Spanish	1	190	No written translation is required
Senior	Judge Slater Apts (RAD)	English	197	197	
Senior	Kenneth Campbell Apts (RAD	English	153	156	
Senior	Kenneth Campbell Apts (RAD	French	1	156	No written translation is required
Senior	Kenneth Campbell Apts (RAD	Spanish	1	156	No written translation is required
Senior	Kenneth Campbell Apts (RAD	(blank)	1	156	
Senior	Lidia Pucinska Apts	Arabic	1	202	No written translation is required
Senior	Lidia Pucinska Apts	Bulgarian	1	202	No written translation is required
Senior	Lidia Pucinska Apts	English	88	202	
Senior	Lidia Pucinska Apts	Polish	33	202	Translated written notices of right to receive free oral interpretation of documents
Senior	Lidia Pucinska Apts	Romanian	1	202	No written translation is required
Senior	Lidia Pucinska Apts	Russian	4	202	No written translation is required
Senior	Lidia Pucinska Apts	Spanish	72	202	Translated vital documents
Senior	Lidia Pucinska Apts	Ukrainian	1	202	No written translation is required
Senior	Lidia Pucinska Apts	Vietnamese	1	202	No written translation is required
Senior	Lidia Pucinska Apts	Chinese (Mandarin)	1	168	No written translation is required
Senior	Lidia Pucinska Apts	English	76	168	
Senior	Lidia Pucinska Apts	German	1	168	No written translation is required
Senior	Lidia Pucinska Apts	Polish	30	168	Translated written notices of right to receive free oral interpretation of documents
Senior	Lidia Pucinska Apts	Russian	2	168	No written translation is required
Senior	Lidia Pucinska Apts	Spanish	53	168	Translated vital documents
Senior	Lidia Pucinska Apts	Ukrainian	5	168	No written translation is required
Senior	Lincoln Perry Annex (RAD	Chinese (Mandarin)	1	146	No written translation is required
Senior	Lincoln Perry Annex (RAD	English	143	146	
Senior	Lincoln Perry Annex (RAD	Spanish	2	146	No written translation is required
Senior	Lincoln Perry Apts (RAD)	English	210	211	
Senior	Lincoln Perry Apts (RAD)	Spanish	1	211	No written translation is required
Senior	Long Life Apts (RAD)	Chinese (Cantonese)	104	113	Translated vital documents
Senior	Long Life Apts (RAD)	Chinese (Mandarin)	2	113	No written translation is required
Senior	Long Life Apts (RAD)	English	7	113	
Senior	Lorraine Hansberry Apts (RAD	English	152	155	
Senior	Lorraine Hansberry Apts (RAD	Polish	1	155	No written translation is required
Senior	Lorraine Hansberry Apts (RAD	(blank)	2	155	
Senior	Mahalia Jackson Apts	English	123	127	
Senior	Mahalia Jackson Apts	French	1	127	No written translation is required
Senior	Mahalia Jackson Apts	Spanish	3	127	No written translation is required
Senior	Mahalia Jackson Apts	English	131	134	
Senior	Mahalia Jackson Apts	Spanish	3	134	No written translation is required
Senior	Major Lawrence Apts (RAD)	English	182	182	

Property Office and Rental Assistance Demonstration (RAD)

Senior	Margaret Day Blake Apts	Creole (Portuguese)	1	89	No written translation is required
Senior	Margaret Day Blake Apts	English	70	89	
Senior	Margaret Day Blake Apts	Polish	1	89	No written translation is required
Senior	Margaret Day Blake Apts	Russian	4	89	No written translation is required
Senior	Margaret Day Blake Apts	Serbo-Croatian	1	89	No written translation is required
Senior	Margaret Day Blake Apts	Spanish	12	89	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	Chinese (Mandarin)	6	129	No written translation is required
Senior	Maria Diaz Martinez Apts	English	80	129	
Senior	Maria Diaz Martinez Apts	Greek	1	129	No written translation is required
Senior	Maria Diaz Martinez Apts	Polish	1	129	No written translation is required
Senior	Maria Diaz Martinez Apts	Russian	10	129	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	Spanish	30	129	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	(blank)	1	129	
Senior	Mary Hartwell Catherwood Apts	Chinese (Mandarin)	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	English	56	96	
Senior	Mary Hartwell Catherwood Apts	Korean	5	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Polish	2	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Romanian	9	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Serbo-Croatian	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Spanish	13	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Tagalog	8	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Vietnamese	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Albanian	1	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Arabic	2	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Bosnian	3	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	English	80	161	
Senior	Mary Hartwell Catherwood Apts	Korean	20	161	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Polish	3	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Romanian	6	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Russian	2	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Serbo-Croatian	2	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Spanish	30	161	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Tagalog	11	161	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Urdu/Hindi	1	161	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Arabic	3	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Bosnian	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Chinese (Cantonese)	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Chinese (Mandarin)	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	English	53	96	
Senior	Mary Hartwell Catherwood Apts	Korean	2	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Lithuanian	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Polish	1	96	No written translation is required
Senior	Mary Hartwell Catherwood Apts	Romanian	10	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Spanish	15	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Tagalog	7	96	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Thai	1	96	No written translation is required
Senior	Mary Jane Richardson-Jones Apts	English	152	155	
Senior	Mary Jane Richardson-Jones Apts	Spanish	3	155	No written translation is required
Senior	Maudelle Brown Bousfield Apts	English	84	84	
Senior	Minnie Riperton Apts (RAD)	English	325	330	
Senior	Minnie Riperton Apts (RAD)	Romanian	1	330	No written translation is required
Senior	Minnie Riperton Apts (RAD)	Spanish	2	330	No written translation is required
Senior	Minnie Riperton Apts (RAD)	Vietnamese	1	330	No written translation is required
Senior	Minnie Riperton Apts (RAD)	(blank)	1	330	
Senior	Mulvey Place	Chinese (Mandarin)	1	15	Translated written notices of right to receive free oral interpretation of documents
Senior	Mulvey Place	English	12	15	

Property Office and Rental Assistance Demonstration (RAD)

Senior	Mulvey Place	Spanish	2	15	Translated written notices of right to receive free oral interpretation of documents
Senior	Patrick Sullivan Apts	Chinese (Mandarin)	2	435	No written translation is required
Senior	Patrick Sullivan Apts	English	429	435	
Senior	Patrick Sullivan Apts	Romanian	1	435	No written translation is required
Senior	Patrick Sullivan Apts	Spanish	2	435	No written translation is required
Senior	Patrick Sullivan Apts	(blank)	1	435	
Senior	Rosenwald Courts Apartments	English	47	55	
Senior	Rosenwald Courts Apartments	Spanish	2	55	No written translation is required
Senior	Rosenwald Courts Apartments	(blank)	6	55	
Senior	The Kenmore	Bosnian	1	98	No written translation is required
Senior	The Kenmore	Chinese (Mandarin)	7	98	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	English	45	98	
Senior	The Kenmore	Korean	6	98	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Polish	8	98	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Russian	4	98	No written translation is required
Senior	The Kenmore	Spanish	6	98	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Urdu/Hind	1	98	No written translation is required
Senior	The Kenmore	Vietnamese	17	98	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	(blank)	3	98	
Senior	The Pomeroy	Arabic	1	104	No written translation is required
Senior	The Pomeroy	Bosnian	1	104	No written translation is required
Senior	The Pomeroy	Chinese (Cantonese)	1	104	No written translation is required
Senior	The Pomeroy	Chinese (Mandarin)	6	104	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	English	61	104	
Senior	The Pomeroy	Korean	2	104	No written translation is required
Senior	The Pomeroy	Polish	8	104	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	Russian	8	104	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	Serbo-Croatian	3	104	No written translation is required
Senior	The Pomeroy	Spanish	7	104	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	Ukrainian	1	104	No written translation is required
Senior	The Pomeroy	Vietnamese	5	104	No written translation is required
Senior	Ida Platt Senior Apts	English	19	19	
Senior	Ida Platt Senior Apts	English	8	8	
Senior	Vivian Carter Apts (RAD)	English	205	205	
Senior	Vivian Gordan Harsh Apts	English	106	108	
Senior	Vivian Gordan Harsh Apts	Spanish	2	108	No written translation is required
Senior	Washington Park Elderly	English	4	4	
Senior	Washington Park Elderly	English	9	9	
Senior	Washington Park Elderly	English	4	4	
Senior	Washington Park Elderly	English	3	3	
Senior	Wicker Park Apts & Annex	Bulgarian	1	106	No written translation is required
Senior	Wicker Park Apts & Annex	English	32	106	
Senior	Wicker Park Apts & Annex	Polish	18	106	Translated written notices of right to receive free oral interpretation of documents
Senior	Wicker Park Apts & Annex	Russian	1	106	No written translation is required
Senior	Wicker Park Apts & Annex	Spanish	50	106	Translated written notices of right to receive free oral interpretation of documents
Senior	Wicker Park Apts & Annex	Ukrainian	4	106	No written translation is required
Senior	Wicker Park Apts & Annex	Bulgarian	1	112	No written translation is required
Senior	Wicker Park Apts & Annex	English	45	112	
Senior	Wicker Park Apts & Annex	Greek	1	112	No written translation is required
Senior	Wicker Park Apts & Annex	Polish	16	112	Translated written notices of right to receive free oral interpretation of documents
Senior	Wicker Park Apts & Annex	Russian	2	112	No written translation is required
Senior	Wicker Park Apts & Annex	Spanish	44	112	Translated written notices of right to receive free oral interpretation of documents
Senior	Wicker Park Apts & Annex	Ukrainian	3	112	No written translation is required
Senior	Williams Jones Apts (RAD)	Chinese (Cantonese)	1	103	No written translation is required
Senior	Williams Jones Apts (RAD)	English	96	103	
Senior	Williams Jones Apts (RAD)	Spanish	5	103	No written translation is required

Property Office and Rental Assistance Demonstration (RAD)

Senior	Williams Jones Apts (RAD)	(blank)	1	103	
Senior	Zelda Ormes Apts	Arabic	1	249	No written translation is required
Senior	Zelda Ormes Apts	Chinese (Cantonese)	1	249	No written translation is required
Senior	Zelda Ormes Apts	Chinese (Mandarin)	5	249	No written translation is required
Senior	Zelda Ormes Apts	English	236	249	
Senior	Zelda Ormes Apts	Hungarian	1	249	No written translation is required
Senior	Zelda Ormes Apts	Lithuanian	1	249	No written translation is required
Senior	Zelda Ormes Apts	Romanian	1	249	No written translation is required
Senior	Zelda Ormes Apts	Russian	1	249	No written translation is required
Senior	Zelda Ormes Apts	Spanish	1	249	No written translation is required
Senior	Zelda Ormes Apts	Tagalog	1	249	No written translation is required

Housing Choice Voucher

Program	Languages Spoken by Program	Total Households by Language Group	Total Households by Program	Translation Requirement
Homeownership Program	Creole (Portuguese)	1	355	No written translation is required
Homeownership Program	English	292	355	
Homeownership Program	Russian	1	355	No written translation is required
Homeownership Program	Spanish	39	355	Translated written notices of right to receive free oral interpretation of documents
Homeownership Program	(blank)	22	355	
Housing Choice Voucher Program	Amharic	1	40,749	No written translation is required
Housing Choice Voucher Program	Arabic	11	40,749	No written translation is required
Housing Choice Voucher Program	Armenian	1	40,749	No written translation is required
Housing Choice Voucher Program	Bosnian	5	40,749	No written translation is required
Housing Choice Voucher Program	Bulgarian	1	40,749	No written translation is required
Housing Choice Voucher Program	Burmese	1	40,749	No written translation is required
Housing Choice Voucher Program	Cambodian (mon-khmer)	1	40,749	No written translation is required
Housing Choice Voucher Program	Chinese (Cantonese)	2	40,749	No written translation is required
Housing Choice Voucher Program	Chinese (Mandarin)	9	40,749	No written translation is required
Housing Choice Voucher Program	Creole (Portuguese)	5	40,749	No written translation is required
Housing Choice Voucher Program	English	38229	40,749	
Housing Choice Voucher Program	Fanti	3	40,749	No written translation is required
Housing Choice Voucher Program	French	9	40,749	No written translation is required
Housing Choice Voucher Program	German	2	40,749	No written translation is required
Housing Choice Voucher Program	Gujarati	1	40,749	No written translation is required
Housing Choice Voucher Program	Hmong	1	40,749	No written translation is required
Housing Choice Voucher Program	Italian	1	40,749	No written translation is required
Housing Choice Voucher Program	Korean	4	40,749	No written translation is required
Housing Choice Voucher Program	Other	19	40,749	No written translation is required
Housing Choice Voucher Program	Polish	14	40,749	No written translation is required
Housing Choice Voucher Program	Romanian	2	40,749	No written translation is required
Housing Choice Voucher Program	Russian	131	40,749	No written translation is required
Housing Choice Voucher Program	Serbo-Croatian	2	40,749	No written translation is required
Housing Choice Voucher Program	Somali	61	40,749	No written translation is required
Housing Choice Voucher Program	Spanish	1065	40,749	Translated vital documents
Housing Choice Voucher Program	Ukrainian	2	40,749	No written translation is required
Housing Choice Voucher Program	Urdu/Hindi	10	40,749	No written translation is required
Housing Choice Voucher Program	Vietnamese	4	40,749	No written translation is required
Housing Choice Voucher Program	Yoruba	3	40,749	No written translation is required
Housing Choice Voucher Program	(blank)	1149	40,749	

Property Office (PBV)

CHA Region(s) - 2016	Building	Languages Spoken by Region or Bldg.	Total Households by Language Group	Total Households by Region or Bldg.	Translation Requirement
2, 3	mr002	English	66	87	
2, 3	mr002	(blank)	21	87	
2, 3	mr005	English	31	66	
2, 3	mr005	Spanish	2	66	No written translation is required
2, 3	mr005	(blank)	33	66	
1	pbv001	English	52	77	
1	pbv001	(blank)	25	77	
2	pbv004	English	105	145	
2	pbv004	(blank)	40	145	
4	pbv007	English	94	97	
4	pbv007	Fanti	1	97	No written translation is required
4	pbv007	(blank)	2	97	
4	pbv008	English	103	119	
4	pbv008	(blank)	16	119	
3	pbv009	English	48	61	
3	pbv009	Spanish	1	61	No written translation is required
3	pbv009	(blank)	12	61	
3	pbv044	English	34	57	
3	pbv044	Fanti	1	57	No written translation is required
3	pbv044	(blank)	22	57	
2	pbv066	English	71	77	
2	pbv066	(blank)	6	77	
1	pbv083	English	50	78	
1	pbv083	Polish	1	78	No written translation is required
1	pbv083	Spanish	2	78	No written translation is required
1	pbv083	(blank)	25	78	
4	pbv086	English	63	70	
4	pbv086	(blank)	7	70	
2	pbv092	English	46	57	
2	pbv092	(blank)	11	57	
1	pbv096	Bosnian	3	87	No written translation is required
1	pbv096	Bulgarian	2	87	No written translation is required
1	pbv096	Chinese (Cantonese)	1	87	No written translation is required
1	pbv096	Chinese (Mandarin)	2	87	No written translation is required
1	pbv096	English	50	87	
1	pbv096	Lithuanian	1	87	No written translation is required
1	pbv096	Nepalese	1	87	No written translation is required

Property Office (PBV)

1	pbv096	Polish	3	87	No written translation is required
1	pbv096	Russian	15	87	Translated written notices of right to receive free oral interpretation of documents
1	pbv096	Spanish	3	87	No written translation is required
1	pbv096	Tagalog	2	87	No written translation is required
1	pbv096	Tibetan	2	87	No written translation is required
1	pbv096	Ukrainian	1	87	No written translation is required
1	pbv096	Vietnamese	1	87	No written translation is required
3	pbv098	English	35	61	
3	pbv098	Other	4	61	Translated written notices of right to receive free oral interpretation of documents
3	pbv098	(blank)	22	61	
3	pbv103	English	58	59	
3	pbv103	(blank)	1	59	
3	pbv110	Chinese (Cantonese)	5	56	Translated written notices of right to receive free oral interpretation of documents
3	pbv110	Chinese (Mandarin)	3	56	Translated written notices of right to receive free oral interpretation of documents
3	pbv110	English	42	56	
3	pbv110	Korean	1	56	No written translation is required
3	pbv110	Spanish	1	56	No written translation is required
3	pbv110	Yoruba	1	56	No written translation is required
3	pbv110	(blank)	3	56	
3	pbv111	Chinese (Cantonese)	12	71	Translated written notices of right to receive free oral interpretation of documents
3	pbv111	Chinese (Mandarin)	7	71	Translated written notices of right to receive free oral interpretation of documents
3	pbv111	English	50	71	
3	pbv111	Tagalog	1	71	No written translation is required
3	pbv111	(blank)	1	71	
2	pbv112	English	52	52	
2	rdm004	English	70	86	
2	rdm004	(blank)	16	86	
1	sro002	English	61	65	
1	sro002	Spanish	1	65	No written translation is required
1	sro002	(blank)	3	65	
4	sro007	English	47	66	
4	sro007	(blank)	19	66	
1	sro010	English	44	57	
1	sro010	Spanish	1	57	No written translation is required
1	sro010	(blank)	12	57	
1, 3	sro011	English	120	155	

Property Office (PBV)

1, 3	sro011	Spanish	2	155	No written translation is required
1, 3	sro011	(blank)	33	155	
1	sro012	English	43	76	
1	sro012	Russian	1	76	No written translation is required
1	sro012	Spanish	1	76	No written translation is required
1	sro012	(blank)	31	76	
4	sro015	English	48	52	
4	sro015	(blank)	4	52	
3	sro016	English	87	92	
3	sro016	(blank)	5	92	
1	Summary	Arabic	1	561	No written translation is required
1	Summary	Bosnian	3	561	No written translation is required
1	Summary	Chinese (Cantonese)	3	561	No written translation is required
1	Summary	Chinese (Mandarin)	1	561	No written translation is required
1	Summary	English	386	561	
1	Summary	French	1	561	No written translation is required
1	Summary	Gujarati	1	561	No written translation is required
1	Summary	Korean	1	561	No written translation is required
1	Summary	Other	1	561	No written translation is required
1	Summary	Polish	1	561	No written translation is required
1	Summary	Romanian	20	561	No written translation is required
1	Summary	Russian	2	561	No written translation is required
1	Summary	Spanish	18	561	No written translation is required
1	Summary	Tagalog	2	561	No written translation is required
1	Summary	(blank)	120	561	
2	Summary	English	438	515	
2	Summary	Other	1	515	No written translation is required
2	Summary	Polish	1	515	No written translation is required
2	Summary	Spanish	30	515	Translated written notices of right to receive free oral interpretation of documents
2	Summary	(blank)	45	515	
3	Summary	Chinese (Cantonese)	4	401	No written translation is required
3	Summary	Chinese (Mandarin)	2	401	No written translation is required
3	Summary	English	315	401	
3	Summary	(blank)	80	401	
4	Summary	Chinese (Cantonese)	11	670	No written translation is required
4	Summary	Chinese (Mandarin)	13	670	No written translation is required
4	Summary	English	510	670	
4	Summary	Spanish	23	670	No written translation is required

Property Office (PBV)

4	Summary	Urdu/Hindi	1	670	No written translation is required
4	Summary	(blank)	112	670	
Outside of Chicago	Summary	English	93	110	
Outside of Chicago	Summary	(blank)	17	110	

Waitlist

Applicant Languages Spoken	Total Households in Language Group	Total HHs on Waitlist	Translation Requirement
(blank)	30,975	121,210	
Albanian	26	121,210	No written translation is required
Amharic	52	121,210	No written translation is required
Arabic	146	121,210	No written translation is required
Armenian	50	121,210	No written translation is required
Bosnian	46	121,210	No written translation is required
Bulgarian	10	121,210	No written translation is required
Burmese	16	121,210	No written translation is required
Cambodian (mon-khmer)	5	121,210	No written translation is required
Chinese (Cantonese)	960	121,210	No written translation is required
Chinese (Mandarin)	268	121,210	No written translation is required
Creole (French)	12	121,210	No written translation is required
Creole (Portuguese)	10	121,210	No written translation is required
English	86,081	121,210	
Fanti	3	121,210	No written translation is required
French	71	121,210	No written translation is required
German	11	121,210	No written translation is required
Greek	14	121,210	No written translation is required
Gujarati	21	121,210	No written translation is required
Hebrew	2	121,210	No written translation is required
Hungarian	1	121,210	No written translation is required
Italian	2	121,210	No written translation is required

Waitlist

Korean	89	121,210	No written translation is required
Laotian	2	121,210	No written translation is required
Lithuanian	6	121,210	No written translation is required
Navajo	3	121,210	No written translation is required
Other	164	121,210	No written translation is required
Polish	105	121,210	No written translation is required
Romanian	15	121,210	No written translation is required
Russian	144	121,210	No written translation is required
Serbo-Croatian	16	121,210	No written translation is required
Somali	12	121,210	No written translation is required
Spanish	1,627	121,210	Translated vital documents
Tagalog	37	121,210	No written translation is required
Thai	12	121,210	No written translation is required
Ukrainian	20	121,210	No written translation is required
Urdu/Hindi	96	121,210	No written translation is required
Vietnamese	69	121,210	No written translation is required
Yoruba	11	121,210	No written translation is required

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notices of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required