



2019

Language Access Plan Progress Report



Office of Diversity and
Inclusion
7/21/20

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Language Access Plan - 2019 Progress Report

312 Written
Translations

85 In-Person
Interpretations
(Including ASL)

1,778
Telephonic
Interpretations

Overview

In January of 2015, CHA's Office of Diversity & Inclusion (ODI) was tasked with the implementation, oversight, management, and enforcement of agency-wide translation and interpretation services, the Language Access Plan (LAP). The LAP was revised and launched in May of 2015. The ODI continues to train and work with the more than 40 CHA Language Access Liaisons, over multiple departments, to ensure that individuals and residents with Limited English Proficiency (LEP) obtain knowledge of and thereby meaningful access to the programs and services CHA offers, through professional translation and interpretation services, when bilingual staff is not available.

Background

Since the LAP's approval in 2015, CHA continues to use bilingual staff and professional translation and interpretation services (written, in-person and telephonic) to implement CHA's Language Access Policy, through telephonic and in-person translation services, from vendors secured by ODI. ODI oversees the agency-wide implementation and training of staff and external vendors on how to use translation and interpretation services when encountering LEP individuals.

Milestones 2015-2019

Phase 1

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. Modified key HCV and PH forms to capture "Primary Language" and "Translation" needs. Populated self-reported "Primary Language" information into Yardi.

June 2016: Language Identification Chart 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.

Phase 2

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.

April 2017: Conducted 4-factor analysis based on Yardi "Primary Language" data.

September 2017: Distributed over 190 Language Access posters informing of free interpretation services, 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.

CHA Population with LEP

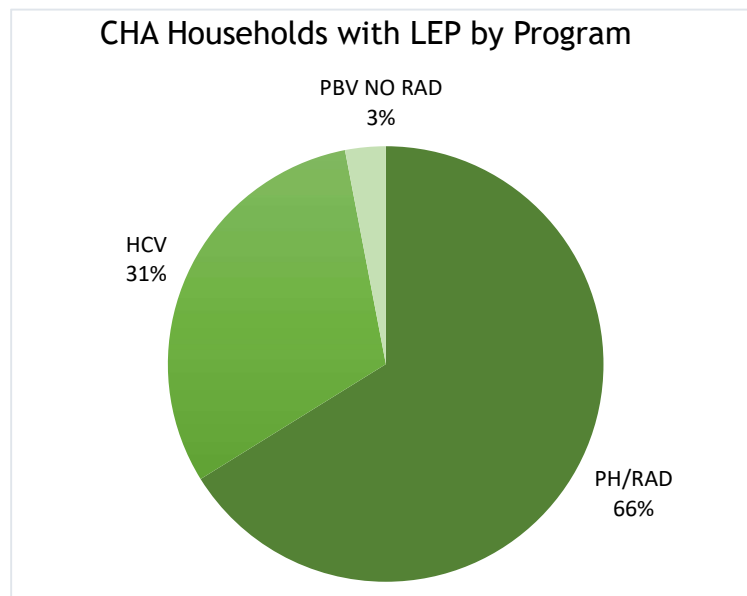
Based on data from 2019 Four-Factor Analysis (4th Quarter), Table 1 below shows the top 15 Primary Languages (other than English) self-reported by CHA participants and residents by program. For the 2019 Four-Factor Analysis, please reference Exhibit F.

Table 1 Source: 2019Q4 Four-Factor Analysis

Top 15 Languages by Program						
Rank	Primary Language	PH/RAD	HCV	PBV NO RAD	Grand Total	% of Total
1	Spanish	1242	1082	65	2389	54.4%
2	Chinese (Cantonese)	326	5	16	347	7.9%
3	Russian	140	131	3	274	6.2%
4	Chinese (Mandarin)	248	9	15	272	6.2%
5	Polish	196	13	2	211	4.8%
6	Urdu/Hindi	125	11	0	136	3.1%
7	Korean	125	4	1	130	3.0%
8	Other	89	23	3	115	2.6%
9	Vietnamese	92	9	0	101	2.3%
10	Romanian	44	4	19	67	1.5%
11	Arabic	42	13	1	56	1.3%
12	Tagalog	51	1	1	53	1.2%
13	Bosnian	39	8	4	51	1.2%
14	Ukrainian	21	2	0	23	0.5%
15	French	12	9	1	22	0.5%

Most of CHA residents with LEP reside in our public housing/RAD portfolio as shown in *Graph 1*. Within CHA's public housing and RAD portfolio, the Senior Housing residents make up 52% of the households with LEP.

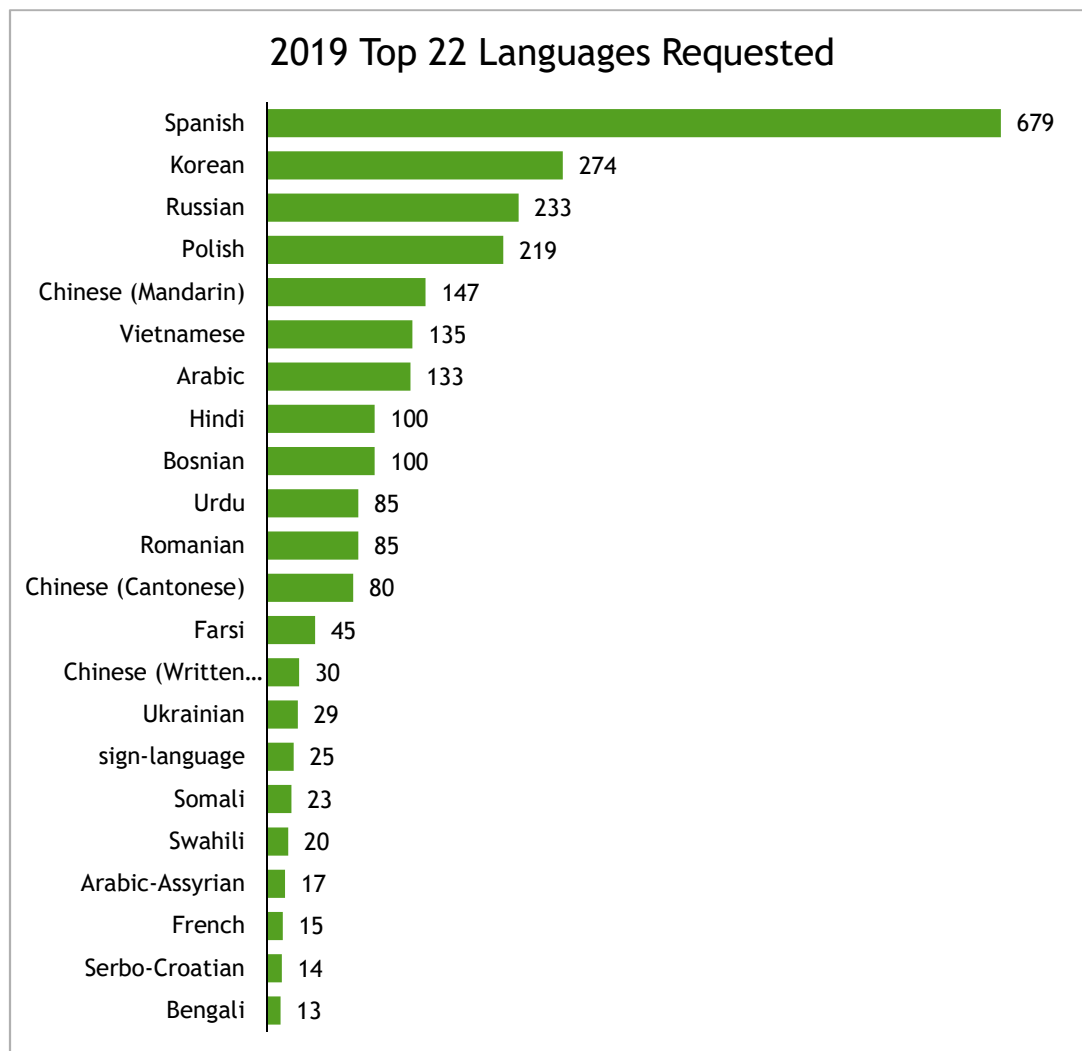
Graph 1 Source: 2019Q4 Translation Requirements by Program



Requests Processed

In 2019, ODI processed 85 In-Person Interpretation requests, 312 Written Translation requests and 1,778 Telephonic Interpretation requests. In total, ODI processed 2,175 LAP requests. Graph 2, below shows the top 22 languages requests (written, in-person and telephonic services). The top five languages requested were Spanish (26%), Korean (11%), Russian (9%), Polish (8%), and Chinese - Mandarin (6%). Korean, which is 7th in CHA resident's primary languages (Table 1 **Error! Reference source not found.**), emerged as the second most requested language for translation and interpretation services. ODI will be looking further into properties with high concentrations of Korean speakers to better assess bilingual staffing needs.

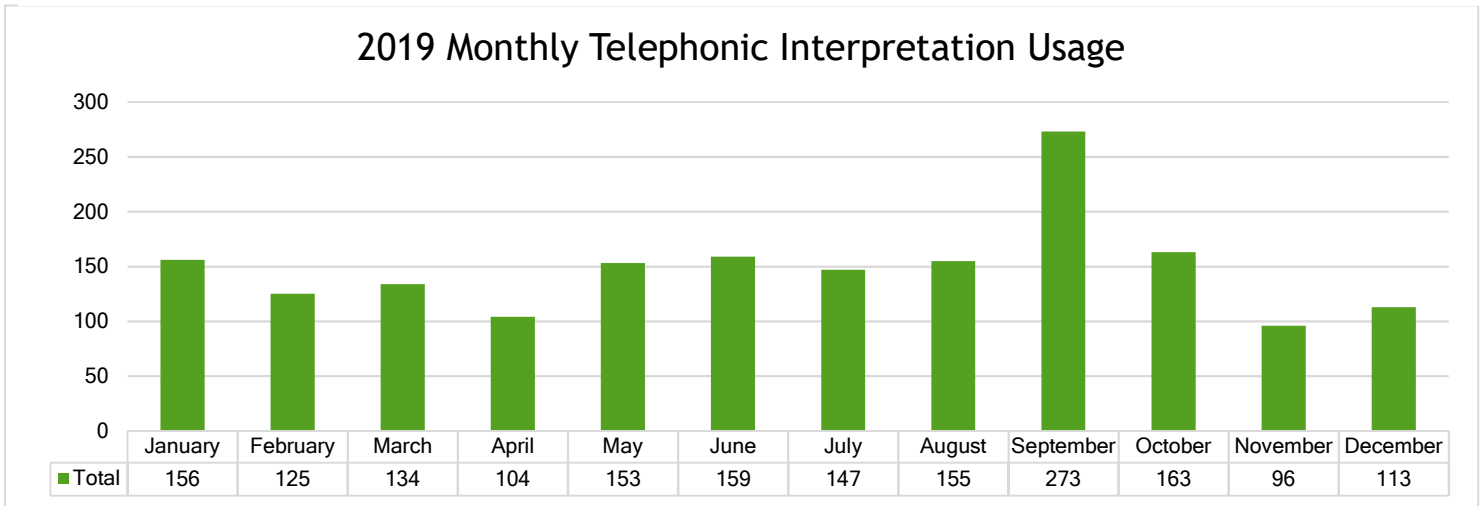
Graph 2 Source: SharePoint CY2019 Language Access Requests



Telephonic Interpretation Services (CHA's Language Access Line)

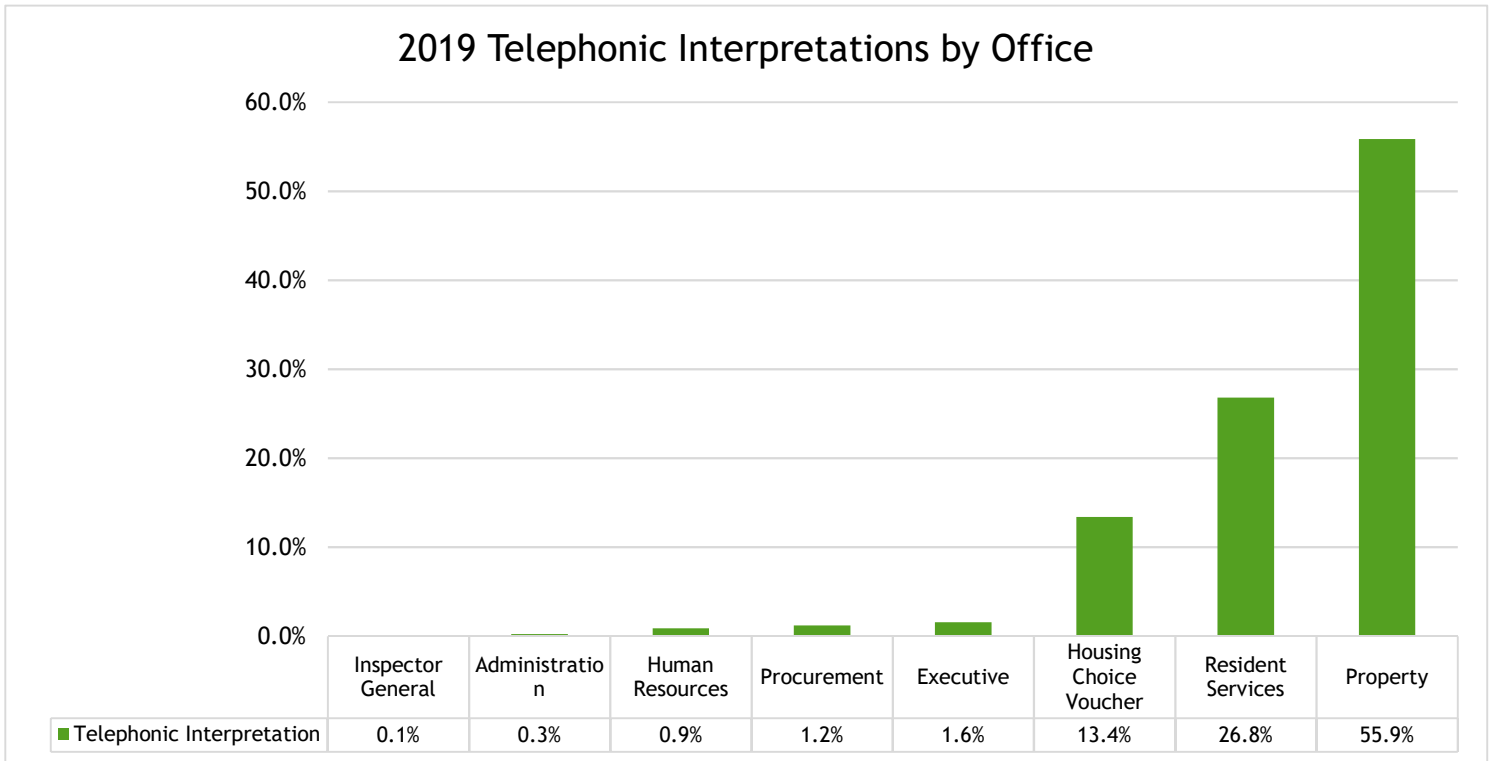
CHA employees and vendors utilize CHA's Language Access Line for telephonic interpretation services. In 2019, There were 1,778 calls placed to the telephonic interpretation line. The average number of monthly calls was 148.

Graph 3 Source: SharePoint CY2019 Language Access Requests



As shown in Graph 4, Property Office and Resident Services employees or vendors placed 82.7% of the calls.

Graph 4 Source: SharePoint CY2019 Language Access Requests



Out of the 1,778 calls made to the CHA’s Language Assistance Line, 451 or 25% were in Spanish, followed by 222 or 12% in Korean (Graph 5):

Graph 5 Source: SharePoint CY2019 Language Access Requests

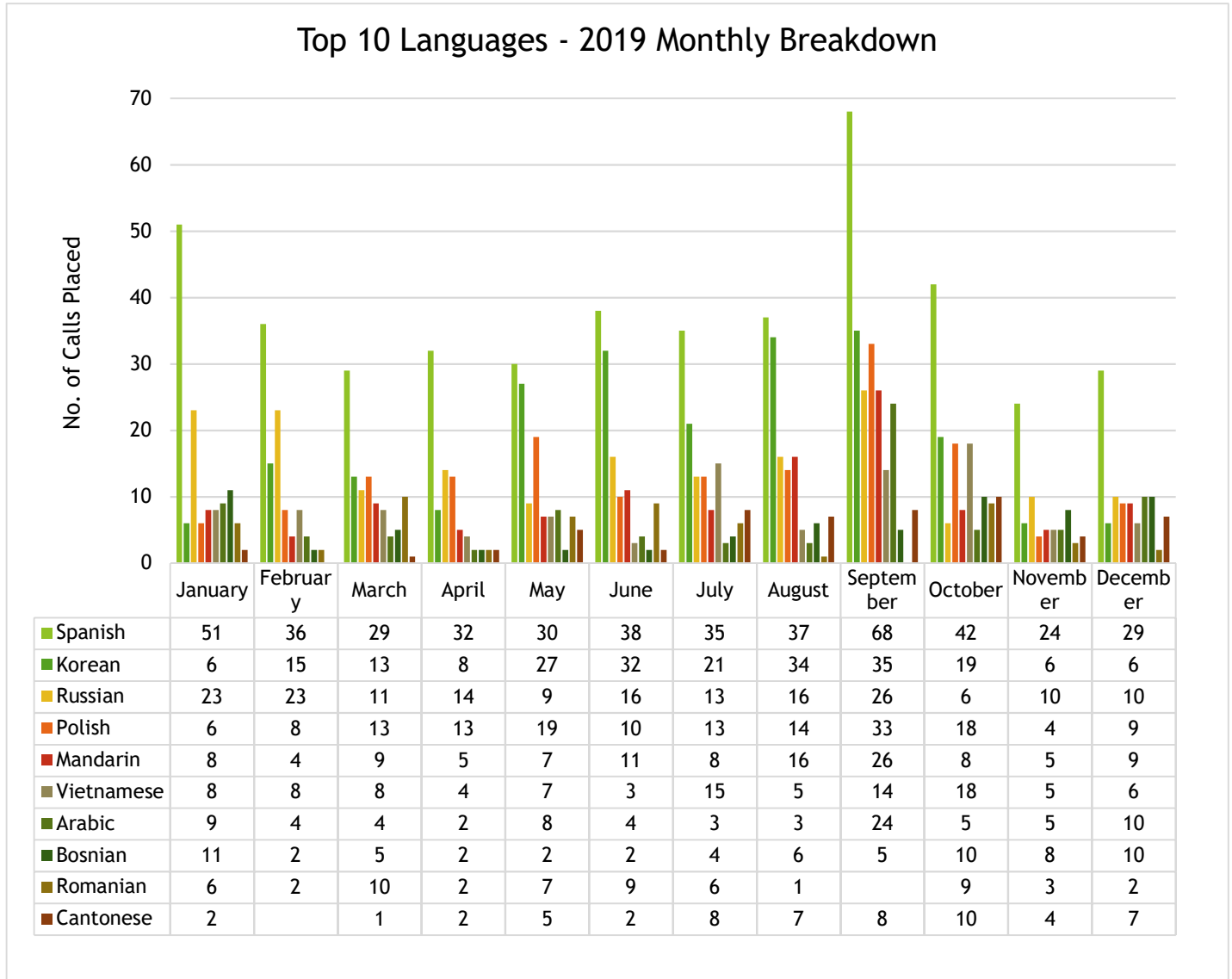


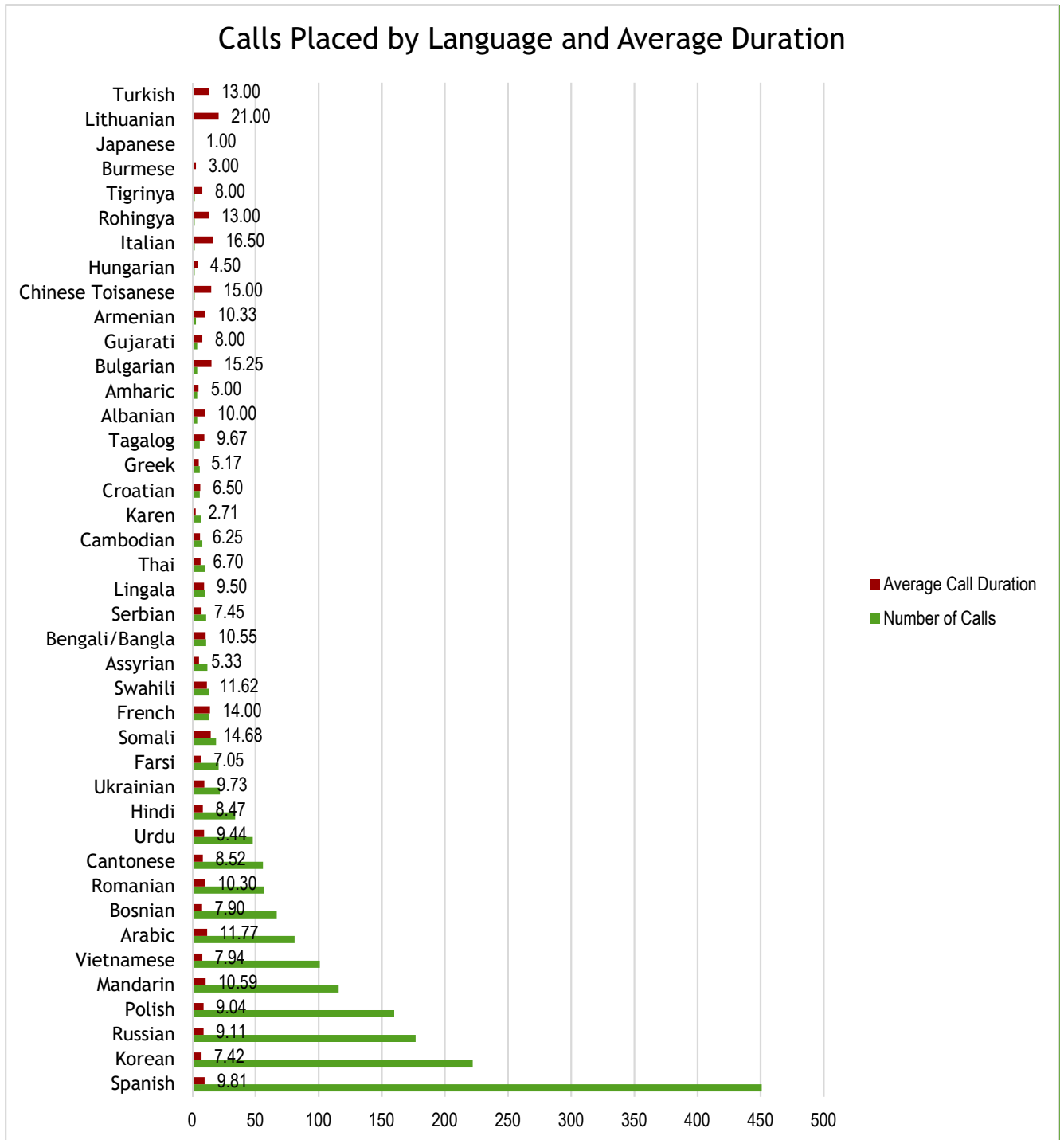
Table 2, below, details total calls placed, by month and by language.

Table 2: Total Telephonic Interpretations by Month and Language

Language	January	February	March	April	May	June	July	August	September	October	November	December	Total	% from Total	
Spanish	51	36	29	32	30	38	35	37	68	42	24	29	451	25%	
Korean	6	15	13	8	27	32	21	34	35	19	6	6	222	12%	
Russian	23	23	11	14	9	16	13	16	26	6	10	10	177	10%	
Polish	6	8	13	13	19	10	13	14	33	18	4	9	160	9%	
Mandarin	8	4	9	5	7	11	8	16	26	8	5	9	116	7%	
Vietnamese	8	8	8	4	7	3	15	5	14	18	5	6	101	6%	
Arabic	9	4	4	2	8	4	3	3	24	5	5	10	81	5%	
Bosnian	11	2	5	2	2	2	4	6	5	10	8	10	67	4%	
Romanian	6	2	10	2	7	9	6	1		9	3	2	57	3%	
Cantonese	2		1	2	5	2	8	7	8	10	4	7	56	3%	
Urdu	9	6	9	1	3	4	3		4		5	4	48	3%	
Hindi	4		5	2	3	1		4	9	1	5		34	2%	
Ukrainian		2	1	2		7	4	2	1	1	1	1	22	1%	
Farsi	2	4	3		3	2	3			4			21	1%	
Somali	3			2	2	2		4	4	2			19	1%	
French		1					1		3		5	3	13	1%	
Swahili				1	6	2	1		1	2			13	1%	
Assyrian	1	1	3	1	2	2		1	1				12	1%	
Bengali/Banç	1	2		1	3		1	1	2				11	1%	
Serbian	2	1	1		2		1	1	1	2			11	1%	
Lingala				6							3	1	10	1%	
Thai	1	2	1			1	2				2	1	10	1%	
Cambodian			2	1	1	2				1		1	8	0%	
Karen			2		2	2						1	7	0%	
Croatian	1				1		1	1	2				6	0%	
Greek			1	1		1			2	1			6	0%	
Tagalog					1		1		2			2	6	0%	
Albanian				1					1	1		1	4	0%	
Amharic						2	1		1				4	0%	
Bulgarian	1	2								1			4	0%	
Gujarati	1	1			1	1							4	0%	
Armenian			1		2								3	0%	
Chinese Toisanese										2			2	0%	
Hungarian								2					2	0%	
Italian						2							2	0%	
Rohingya						1	1						2	0%	
Tigrinya				1							1		2	0%	
Burmese			1										1	0%	
Japanese			1										1	0%	
Lithuanian							1						1	0%	
Turkish		1											1	0%	
													Total	1778	100%

The average call duration was 9 minutes 29 seconds. Graph 6 details total calls placed and average call duration by language.

Graph 6 Source: SharePoint CY2019 Language Access Requests



1,749 or 98% of the calls placed to CHA’s Language Assistance Line were during business hours (8 AM to 5:00 PM). Graph 7, below, depicts total calls by the time.

Graph 7 Source: SharePoint CY2019 Language Access Requests

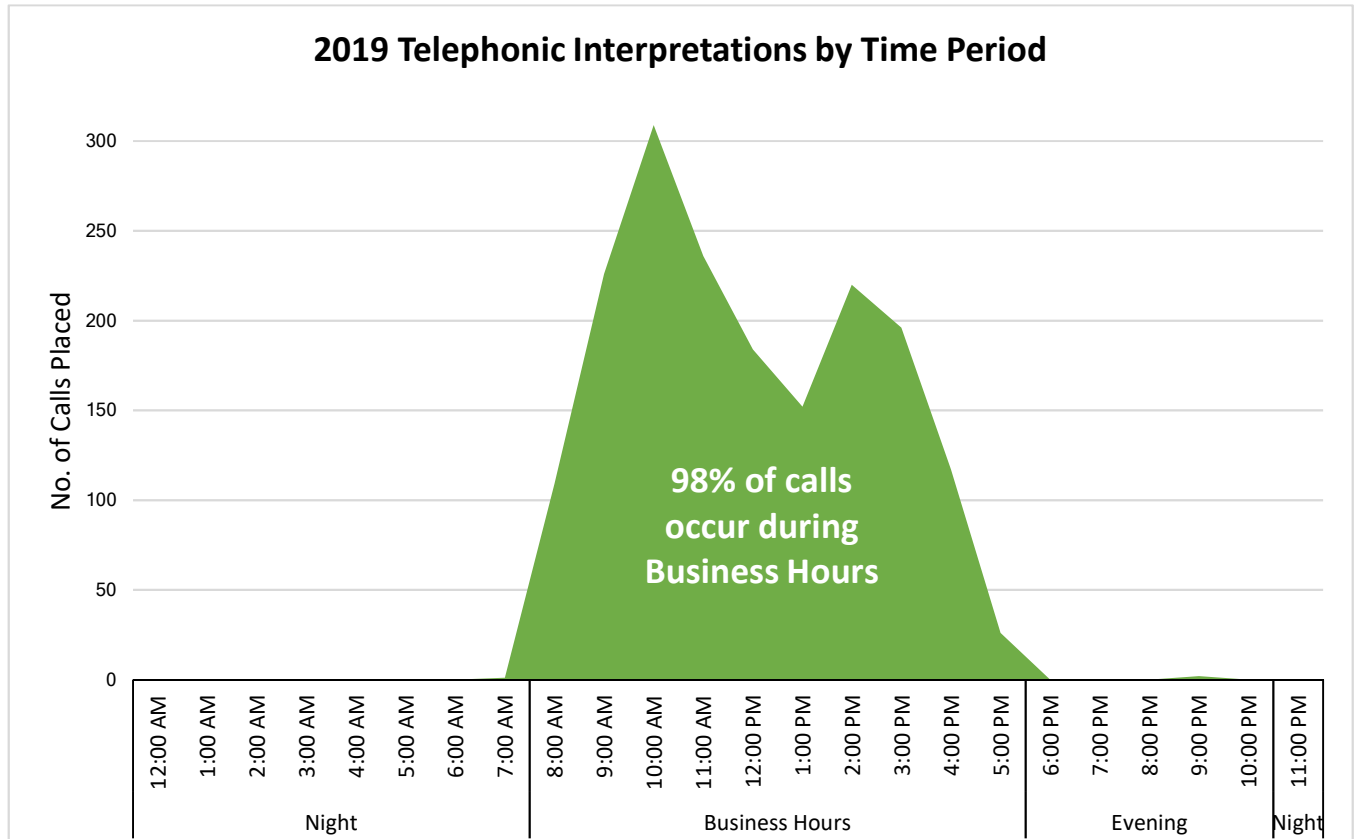


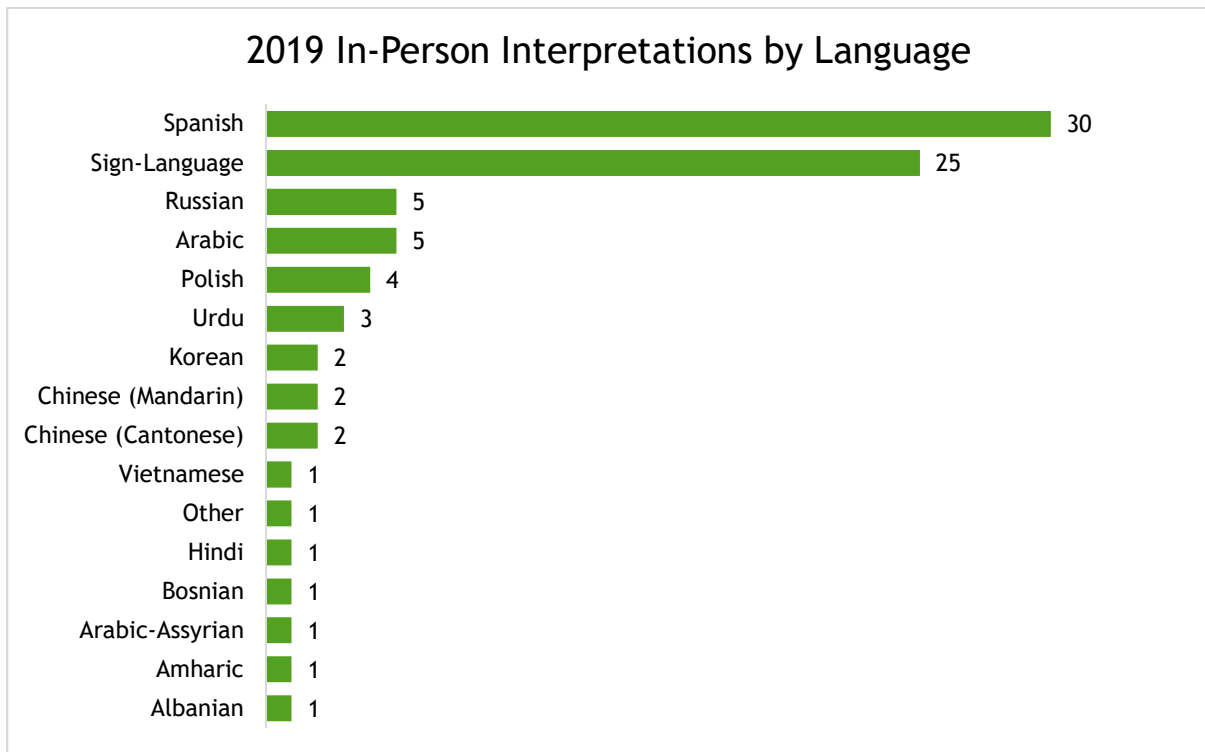
Table 3: Telephonic Interpretations by Time Period

Calls Place by Times	Count	Percentage
Business Hours (8am-5pm)	1,749	98.4%
Evening Calls (5pm-10pm)	28	1.6%
Night Calls (10pm - 8am)	1	0.1%

In-Person Interpretations

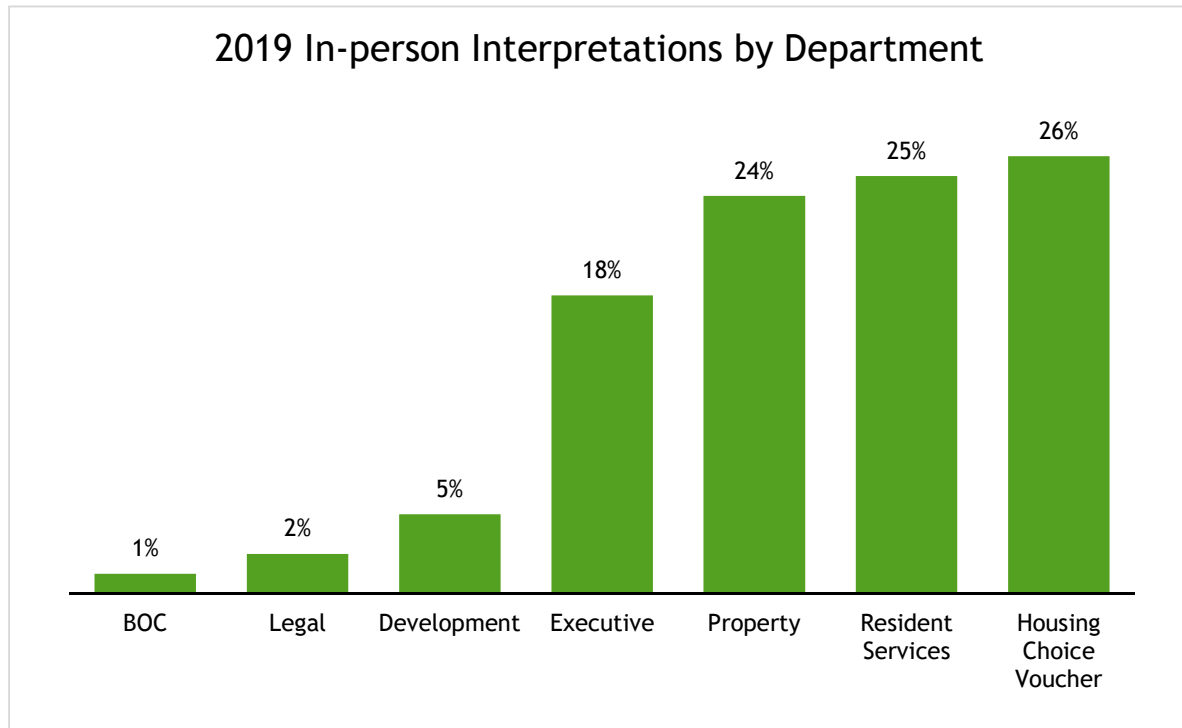
In 2019, ODI processed 85 In-person Interpretations. Most in-person interpretations requested Spanish and American Sign Language. 74% of In-person Interpretations come from Departments that provide direct service to CHA residents and applicants - Resident Services (25%), Property (23%), and Housing Choice Voucher (26%).

Graph 8 Source: SharePoint CY2019 Language Access Requests



The Resident Services Office is the highest user of in-person interpretation services. The office uses interpreters for Resident Services meetings (Las Americas Apartments, Schneider Apartments, Jesse White Center, Major Adams Community Committee, Albany Terrace Apartments, Temp Community Center, the FIC and Lidia Pucinska Apartments) as well as one-on-one meetings with residents.

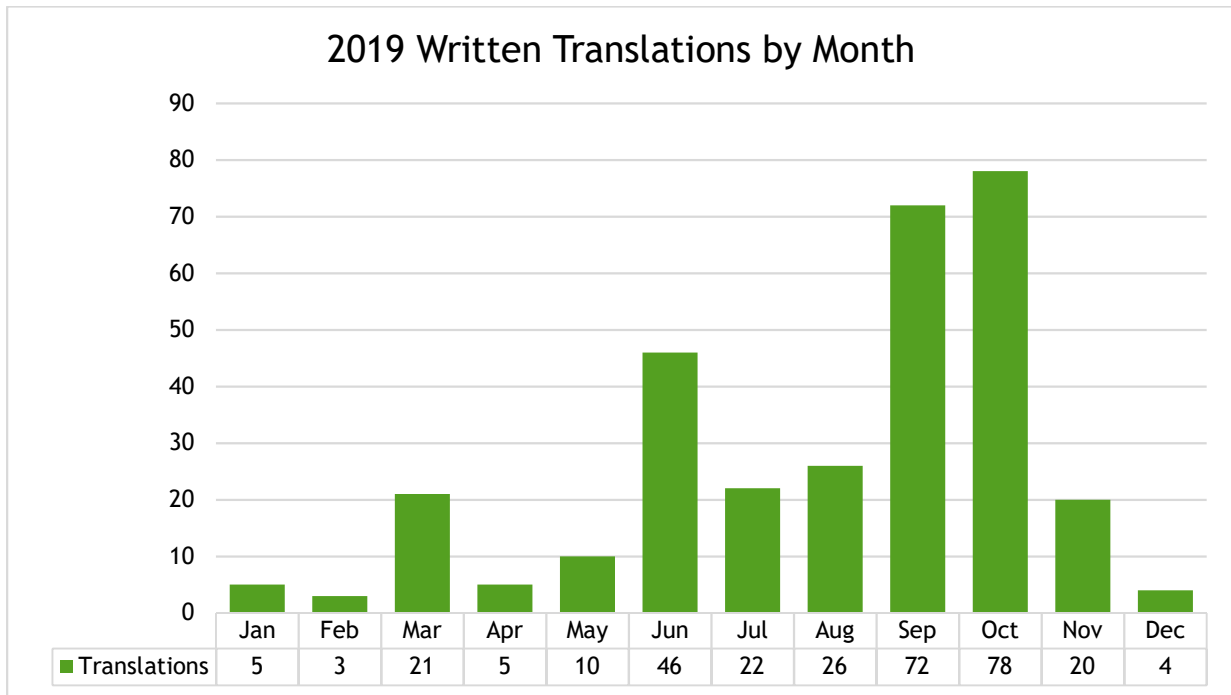
Graph 9 Source: SharePoint CY2019 Language Access Requests



Written Translation Services

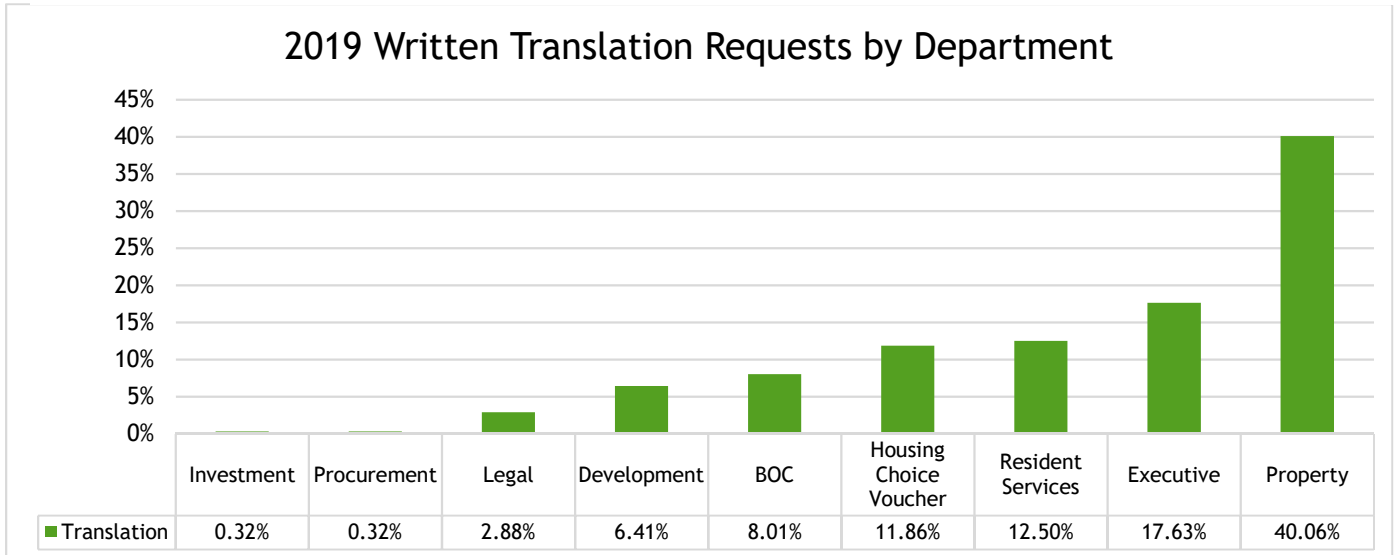
ODI processed 312 written translation requests. In June 2019, written translation requests increased by 360% from the previous month. This was due to Property Office translating important Low-Income Housing Tax Credit (LIHTC) FAQ information in 13 different languages for Edith Spurlock-Sampson buildings, as well as a variety of documents for the CAC/LAC Elections in 10 different languages. In September 2019, the number of written translation requests increased by 177%. Graph 10 shows translations requests by month.

Graph 10 Source: SharePoint CY2019 Language Access Requests



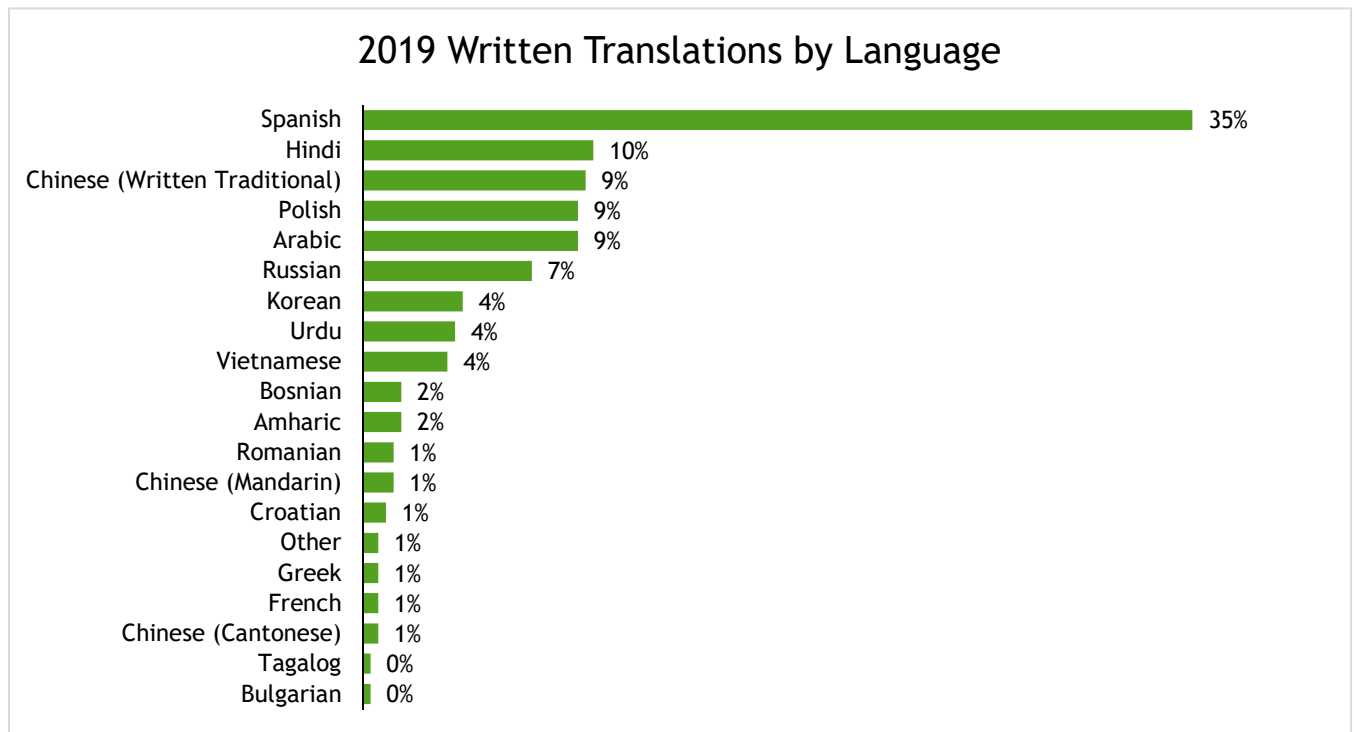
The Property Office, Executive Office, and Resident Services employees or vendors, made 70.2% of written translation requests, as shown in Graph 11.

Graph 11 Source: SharePoint CY2019 Language Access Requests



The top five languages requested (Graph 12) for written translation were Spanish (35%), Hindi (10%), Chinese (9%), Polish (9%), and Arabic (9%).

Graph 12 Source: SharePoint CY2019 Language Access Requests



Language Access Marketing and Communication Tools

ODI has produced a variety of communication material, particularly for Property Management and Resident Services to use as tools and mechanisms for non-bilingual front-line staff to communicate with a person with LEP. CHA front-line staff have the following documents readily available, and are required to utilize them when assisting persons with LEP.

- LAP Flashcard: Quick reference on translation & Interpretation services expected to be provided to LEP individuals (Exhibit A)
- LAP Language Identification Chart: Help for front-line staff serving an LEP individual identify their primary language (Exhibit B)
- LAP Interpretation Notice: Correspondence supplement that is mailed along with any vital document to buildings/residents that require the interpretation notice instead of a fully translated document. This notice explains the residents' right to request the translation of documents to their primary language. (Exhibit C)
- LAP Frequently Asked Questions: Quick reference to translation & interpretation services provided by CHA (Exhibit D)
- LAP Poster: designed to increase awareness of CHA's translation and interpretation services (to be posted in main public areas of CHA's buildings and offices) (Exhibit E)
- LAP PSA Video: Created to train staff of on how to use all of CHA's translation and interpretation services.

Bilingual Staff

In 2019, 88 employees, including vendors, self-reported bilingual skills. 78% (69) were Spanish speakers.

Vital Documents

A "vital" document is any document that is critical for ensuring meaningful access to CHA's major activities and programs by CHA general beneficiaries and persons with LEP specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner

The vital documents are identified by CHA's Language Access Liaisons, cross-departmental representatives for LAP implementation. Language Access Liaisons have valuable and applicable knowledge of the documents that can directly affect resident and applicant participation in CHA programs and services and have taken steps to maintain this list and provide written translations following 4-factor analysis guidance.

- CHA will translate and/or interpret Vital Documents by following HUD's recommendations:

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 required by HUD; CHA will translate documents by request

CHA provides written translations of non-vital documents or provides oral interpretations of non-vital documents when requested by individuals with LEP or CHA staff, on behalf of a PH resident, HCV participant or HCV owner while ensuring the cost of such translation/interpretation is fiscally responsible.

Language Access Plan Trainings

In 2019, ODI conducted 16 LAP trainings, and 8 individual one-on-one trainings. 166 CHA Employees attended an LAP Training. Among other key language topics, LAP training attendees learned how to submit requests, and how to utilize four-factor analysis to determine translation requirements by property (PH) and program (HCV).

Exhibit A

LAP Flashcard

WHO ARE LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUALS?

Individuals, who as a result of national origin, do not speak English as their primary language and have a limited ability to speak, read, write or understand English.

CHA SERVICES		TYPE OF INTERACTION	
INTERPRETATION	IN-PERSON	SCHEDULED	IMPROMPTU
		A. Bilingual staff; or B. In-person Interpreter; or C. Telephonic Interpretation line	A. Bilingual staff; or B. Telephonic Interpretation line
	TELEPHONIC	A. Bilingual staff; or B. Telephonic Interpretation line	A. Bilingual staff; or B. Telephonic Interpretation line
		INCOMING CALL	
OUTGOING CALL	A. Bilingual staff; or B. Translations service provider		
TRANSLATION	DOCUMENT	AUTOMATED SYSTEM A. *Bilingual staff; or B. Translations service provider <i>*Final version must be uploaded in Sharepoint for review & approval.</i>	



HOW TO ASSIST A LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUAL


1. Know your Language Access Liaison!
2. Identify the primary language of the LEP individual
3. Do you have a bilingual front-line staff able to assist?
 - a. If yes, refer LEP individual to bilingual front-line staff
 - b. If no:
 - i. contact interpreter via telephonic interpretation line with Outlook's Address Book **CHA Language Assistance** contact ;or
 - ii. request an interpreter via Language Access Liaison

To learn more about the designated Language Access Liaison in your department or learn more about CHA's Language Access Plan, contact chala@thecha.org



Exhibit B

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	



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**

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

LAP 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، فلديكم الحق في الحصول على المساعدة أو المعلومات بدون مقابل. يرجى الاتصال بنا على الرقم (312) 742-8500 لمساعدتكم 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 libreng 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 prevodjenja.
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を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 છો 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.
<p>Version 07/2017 Chicago Housing Authority Language Assistance chala@thecha.org Office of Diversity and Inclusion</p>	



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

LAP FAQs



CHA'S LANGUAGE ACCESS PLAN FREQUENTLY ASKED QUESTIONS

July 27, 2015

1. What are Limited English Proficiency (LEP) persons?

For persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write, or understand. For purposes of Title VI and the LEP guidance, persons may be entitled to language assistance with respect to a particular CHA service or encounter.

2. What are examples of language assistance

Language assistance that CHA may provide to LEP persons includes, but is not limited to:

- Oral interpretation services;
- Bilingual staff;
- Telephonic interpretation line; or
- Written translation services.

3. What is the Language Access Plan (LAP)?

A plan that identifies the needs of the LEP population that CHA serves. Some elements of CHA's plan include but are not limited to:

- Identifying LEP person who need language assistance;
- Identifying the points of contact CHA and staff may have with LEP persons;
- Training staff; and
- Determining which documents and informational materials are vital;

4. What is the Language Access Policy?

A policy approved by CHA's Board of Commissioners on April 212015, which outlines CHA's responsibilities to appropriately serve LEP persons and maintain compliance with HUD regulations. To view the most recent Language Access Policy visit our website at www.thecha.org

5. What are Language Access Liaisons?

CHA staff designated to oversee the creation and implementation of department-specific internal language procedures. When applicable, the Language Access Liaisons are also responsible for collecting language data for their department and monitoring compliance. For general inquiries e-mail CHA's Language Assistance inbox at chala@thecha.org

6. How does a person file a complaint if he/she believes CHA is not meeting LEP Obligations?

By reporting it to CHA's Housing Rights and Nondiscrimination department. For contact information visit CHA's website at www.thecha.org or HUD local Office; of FHEO. For contact information call the housing discrimination toll free hotline at 800-669-9777

Exhibit E

LAP 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 TLUMACZA USTNEGO?
CHA MOŻE POMÓC!

¿NECESITA UN INTÉRPRETE?
¡CHA LE PUEDE AYUDAR!

TREBATE PREVODIOCA?
CHA VAM MOŽE POMOĆ!

CHA
CHICAGO HOUSING AUTHORITY™

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

통역이 필요하신가요?
CHA에서 도와드리겠습니다!

НУЖЕН ПЕРЕВОДЧИК?
CHA МОЖЕТ ПОМОЧЬ ВАМ!

AVEȚI NEVOIE DE INTERPRET?
CHA VĂ POATE AJUTA!


CHALA@THECHA.ORG (312) 742-8500

Exhibit F

2019 Q4 Four-Factor Analysis

Public Housing/RAD

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Ada S. Dennison-McKinley Apts	English	114	115	
Senior	Ada S. Dennison-McKinley Apts	Fanti	1	115	No written translation required by HUD; CHA will translate documents by request
Senior	Albany Terrace Apts	English	182	242	
Senior	Albany Terrace Apts	Spanish	59	242	Translate vital documents
Senior	Albany Terrace Apts	Chinese (Mandarin)	1	242	No written translation required by HUD; CHA will translate documents by request
Senior	Alfreda Barnett Duster Apts	English	113	117	
Senior	Alfreda Barnett Duster Apts	Spanish	4	117	No written translation required by HUD; CHA will translate documents by request
Family	Altgeld-Murray Homes	English	1429	1435	
Family	Altgeld-Murray Homes	(blank)	2	1435	
Family	Altgeld-Murray Homes	Creole (Portuguese)	1	1435	No written translation required by HUD; CHA will translate documents by request
Family	Altgeld-Murray Homes	French	1	1435	No written translation required by HUD; CHA will translate documents by request
Family	Altgeld-Murray Homes	Polish	1	1435	No written translation required by HUD; CHA will translate documents by request
Family	Altgeld-Murray Homes	Spanish	1	1435	No written translation required by HUD; CHA will translate documents by request
Senior	Armour Square Apts & Annex	Chinese (Cantonese)	129	364	Translate vital documents
Senior	Armour Square Apts & Annex	Chinese (Mandarin)	116	364	Translate vital documents
Senior	Armour Square Apts & Annex	Chinese (Cantonese)	56	364	Translate vital documents
Senior	Armour Square Apts & Annex	English	61	364	
Senior	Armour Square Apts & Annex	Spanish	2	364	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Aurea E Martinez Apts - RAD	English	29	43	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1 (ToA)	Aurea E Martinez Apts - RAD	Spanish	11	43	Translated written notices of right to receive free oral interpretation of documents
RAD1 (ToA)	Aurea E Martinez Apts - RAD	Arabic	1	43	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Aurea E Martinez Apts - RAD	Polish	1	43	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Aurea E Martinez Apts - RAD	Ukrainian	1	43	No written translation required by HUD; CHA will translate documents by request
Family	Bridgeport Homes & Elderly	English	103	112	
Family	Bridgeport Homes & Elderly	Spanish	6	112	Translated written notices of right to receive free oral interpretation of documents
Family	Bridgeport Homes & Elderly	(blank)	2	112	
Family	Bridgeport Homes & Elderly	Chinese (Mandarin)	1	112	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	English	116	161	
Senior	Britton Budd Apts	Spanish	13	161	Translated written notices of right to receive free oral interpretation of documents
Senior	Britton Budd Apts	Polish	12	161	Translated written notices of right to receive free oral interpretation of documents
Senior	Britton Budd Apts	Chinese (Mandarin)	7	161	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	Russian	5	161	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	Bosnian	3	161	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	French	2	161	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Britton Budd Apts	Bulgarian	1	161	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	Chinese (Cantonese)	1	161	No written translation required by HUD; CHA will translate documents by request
Senior	Britton Budd Apts	Romanian	1	161	No written translation required by HUD; CHA will translate documents by request
Family	Brooks Homes	English	308	311	
Family	Brooks Homes	Other	1	311	No written translation required by HUD; CHA will translate documents by request
Family	Brooks Homes	Spanish	1	311	No written translation required by HUD; CHA will translate documents by request
Family	Brooks Homes	(blank)	1	311	
Family	Cabrini Rowhouses	English	125	128	
Family	Cabrini Rowhouses	Spanish	3	128	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	English	202	444	
RAD1	CAROLINE HEDGER	Other	24	444	Translated written notices of right to receive free oral interpretation of documents
RAD1	CAROLINE HEDGER	Russian	25	444	Translated written notices of right to receive free oral interpretation of documents
RAD1	CAROLINE HEDGER	Urdu/Hindi	97	444	Translate vital documents
RAD1	CAROLINE HEDGER	Spanish	17	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Arabic	11	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Gujarati	9	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Korean	9	444	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
RAD1	CAROLINE HEDGER	Vietnamese	9	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Bosnian	6	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Chinese (Mandarin)	5	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Burmese	3	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Tagalog	3	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Thai	3	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Yoruba	3	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Amharic	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Bulgarian	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Chinese (Cantonese)	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Farsi	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Polish	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Romanian	2	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	(blank)	2	444	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	CAROLINE HEDGER	Assyrian	1	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	French	1	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Hebrew	1	444	No written translation required by HUD; CHA will translate documents by request
RAD1	CAROLINE HEDGER	Lithuanian	1	444	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Casa Queretaro	English	11	15	
Mixed Income	Casa Queretaro	(blank)	3	15	
Mixed Income	Casa Queretaro	Spanish	1	15	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	English	85	188	
Senior	Castleman Apts	Korean	22	188	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Vietnamese	21	188	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Chinese (Mandarin)	16	188	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Spanish	12	188	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Chinese (Cantonese)	10	188	Translated written notices of right to receive free oral interpretation of documents
Senior	Castleman Apts	Tagalog	6	188	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Castleman Apts	Polish	4	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Bosnian	2	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Cambodian (mon-khmer)	2	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Thai	2	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Amharic	1	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Arabic	1	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	(blank)	1	188	
Senior	Castleman Apts	Greek	1	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Other	1	188	No written translation required by HUD; CHA will translate documents by request
Senior	Castleman Apts	Urdu/Hindi	1	188	No written translation required by HUD; CHA will translate documents by request
Mixed Income	City Gardens	English	18	24	
Mixed Income	City Gardens	(blank)	6	24	
Mixed Income	Clybourn 1200	English	24	26	
Mixed Income	Clybourn 1200	(blank)	2	26	
RAD1 (ToA)	Concord at Sheridan	English	59	64	
RAD1 (ToA)	Concord at Sheridan	Amharic	1	64	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Concord at Sheridan	Burmese	1	64	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1 (ToA)	Concord at Sheridan	French	1	64	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Concord at Sheridan	Russian	1	64	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Concord at Sheridan	Urdu/Hindi	1	64	No written translation required by HUD; CHA will translate documents by request
Senior	Crowder Place Apartments	English	15	17	
Senior	Crowder Place Apartments	Spanish	2	17	Translated written notices of right to receive free oral interpretation of documents
RAD1	DANIEL H BURNHAM	Arabic	13	174	Translated written notices of right to receive free oral interpretation of documents
RAD1	DANIEL H BURNHAM	English	64	174	
RAD1	DANIEL H BURNHAM	Other	37	174	Translated written notices of right to receive free oral interpretation of documents
RAD1	DANIEL H BURNHAM	Russian	26	174	Translated written notices of right to receive free oral interpretation of documents
RAD1	DANIEL H BURNHAM	Urdu/Hindi	8	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Polish	6	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Spanish	5	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Gujarati	3	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Yoruba	3	174	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	DANIEL H BURNHAM	Bosnian	2	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Ukrainian	2	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Albanian	1	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Assyrian	1	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Chinese (Cantonese)	1	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Korean	1	174	No written translation required by HUD; CHA will translate documents by request
RAD1	DANIEL H BURNHAM	Romanian	1	174	No written translation required by HUD; CHA will translate documents by request
Family	Dearborn Homes	English	590	598	
Family	Dearborn Homes	Spanish	6	598	No written translation required by HUD; CHA will translate documents by request
Family	Dearborn Homes	Polish	1	598	No written translation required by HUD; CHA will translate documents by request
Family	Dearborn Homes	Russian	1	598	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Domain Lofts	English	14	14	
Senior	Edith Spurlock Sampson Apts	English	117	361	
Senior	Edith Spurlock Sampson Apts	English	113	361	
Senior	Edith Spurlock Sampson Apts	Spanish	80	361	Translate vital documents
Senior	Edith Spurlock Sampson Apts	Polish	19	361	Translated written notices of right to receive free oral interpretation of documents
Senior	Edith Spurlock Sampson Apts	Other	8	361	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
Senior	Edith Spurlock Sampson Apts	Russian	8	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Greek	3	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Arabic	2	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Chinese (Mandarin)	2	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Tagalog	2	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Bosnian	1	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Bulgarian	1	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	(blank)	2	361	
Senior	Edith Spurlock Sampson Apts	French	1	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Korean	1	361	No written translation required by HUD; CHA will translate documents by request
Senior	Edith Spurlock Sampson Apts	Thai	1	361	No written translation required by HUD; CHA will translate documents by request
RAD1	ELIZABETH DAVIS APARTMENTS	English	93	111	
RAD1	ELIZABETH DAVIS APARTMENTS	(blank)	15	111	
RAD1	ELIZABETH DAVIS APARTMENTS	Spanish	2	111	No written translation required by HUD; CHA will translate documents by request
RAD1	ELIZABETH DAVIS APARTMENTS	Polish	1	111	No written translation required by HUD; CHA will translate documents by request
Senior	Elizabeth Wood Apts	English	67	82	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Elizabeth Wood Apts	Russian	5	82	Translated written notices of right to receive free oral interpretation of documents
Senior	Elizabeth Wood Apts	(blank)	2	82	
Senior	Elizabeth Wood Apts	Spanish	4	82	No written translation required by HUD; CHA will translate documents by request
Senior	Elizabeth Wood Apts	Chinese (Cantonese)	1	82	No written translation required by HUD; CHA will translate documents by request
Senior	Elizabeth Wood Apts	Chinese (Mandarin)	1	82	No written translation required by HUD; CHA will translate documents by request
Senior	Elizabeth Wood Apts	Fanti	1	82	No written translation required by HUD; CHA will translate documents by request
Senior	Elizabeth Wood Apts	Polish	1	82	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	English	130	229	
Senior	Ella Flagg Young Apts	Korean	32	229	Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Spanish	19	229	Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Vietnamese	16	229	Translated written notices of right to receive free oral interpretation of documents
Senior	Ella Flagg Young Apts	Chinese (Mandarin)	8	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Tagalog	6	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Bosnian	4	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Thai	3	229	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
Senior	Ella Flagg Young Apts	Chinese (Cantonese)	2	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Russian	2	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Serbo-Croatian	2	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Japanese	1	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Other	1	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Ukrainian	1	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Urdu/Hindi	1	229	No written translation required by HUD; CHA will translate documents by request
Senior	Ella Flagg Young Apts	Yoruba	1	229	No written translation required by HUD; CHA will translate documents by request
RAD1	FANNIE EMANUEL	English	163	178	
RAD1	FANNIE EMANUEL	(blank)	11	178	
RAD1	FANNIE EMANUEL	Spanish	2	178	No written translation required by HUD; CHA will translate documents by request
RAD1	FANNIE EMANUEL	Armenian	1	178	No written translation required by HUD; CHA will translate documents by request
RAD1	FANNIE EMANUEL	French	1	178	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	English	96	230	
Senior	Flannery Apts	English	83	230	
Senior	Flannery Apts	Spanish	35	230	Translated written notices of right to receive free oral interpretation of documents

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Flannery Apts	Russian	4	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	Chinese (Mandarin)	2	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	Creole (French)	2	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	Polish	2	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	(blank)	2	230	
Senior	Flannery Apts	Chinese (Cantonese)	1	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	French	1	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	Tagalog	1	230	No written translation required by HUD; CHA will translate documents by request
Senior	Flannery Apts	Ukrainian	1	230	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Fountain View	English	10	12	
Mixed Income	Fountain View	(blank)	2	12	
RAD1	HATTIE CALLNER APARTMENTS	English	80	136	
RAD1	HATTIE CALLNER APARTMENTS	Korean	9	136	Translated written notices of right to receive free oral interpretation of documents
RAD1	HATTIE CALLNER APARTMENTS	Polish	9	136	Translated written notices of right to receive free oral interpretation of documents
RAD1	HATTIE CALLNER APARTMENTS	Spanish	15	136	Translated written notices of right to receive free oral interpretation of documents
RAD1	HATTIE CALLNER APARTMENTS	Romanian	6	136	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Chinese (Mandarin)	4	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Other	4	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Albanian	2	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Chinese (Cantonese)	2	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Russian	2	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Arabic	1	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Italian	1	136	No written translation required by HUD; CHA will translate documents by request
RAD1	HATTIE CALLNER APARTMENTS	Vietnamese	1	136	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Hilliard Towers Apartments	Chinese (Mandarin)	28	302	Translated written notices of right to receive free oral interpretation of documents
Mixed Income	Hilliard Towers Apartments	(blank)	62	302	
Mixed Income	Hilliard Towers Apartments	English	55	302	
Mixed Income	Hilliard Towers Apartments	English	43	302	
Mixed Income	Hilliard Towers Apartments	English	42	302	
Mixed Income	Hilliard Towers Apartments	(blank)	21	302	
Mixed Income	Hilliard Towers Apartments	Chinese (Mandarin)	15	302	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Hilliard Towers Apartments	(blank)	12	302	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Mixed Income	Hilliard Towers Apartments	English	8	302	
Mixed Income	Hilliard Towers Apartments	Chinese (Cantonese)	7	302	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Hilliard Towers Apartments	(blank)	4	302	
Mixed Income	Hilliard Towers Apartments	Chinese (Cantonese)	3	302	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Hilliard Towers Apartments	Spanish	2	302	No written translation required by HUD; CHA will translate documents by request
Family	Horner-Westhaven	English	279	285	
Family	Horner-Westhaven	(blank)	4	285	
Family	Horner-Westhaven	Spanish	2	285	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Independence Apts - RAD	English	21	30	
RAD1 (ToA)	Independence Apts - RAD	Spanish	8	30	Translated written notices of right to receive free oral interpretation of documents
RAD1 (ToA)	Independence Apts - RAD	Serbo-Croatian	1	30	No written translation required by HUD; CHA will translate documents by request
Senior	Irene McCoy Gaines Apts	English	103	103	
Mixed Income	Jazz On the Boulevard	English	25	28	
Mixed Income	Jazz On the Boulevard	(blank)	3	28	
RAD1	JUDGE FISHER APTS	English	101	195	
RAD1	JUDGE FISHER APTS	Bosnian	10	195	Translated written notices of right to receive free oral interpretation of documents
RAD1	JUDGE FISHER APTS	Russian	19	195	Translated written notices of right to receive free oral interpretation of documents
RAD1	JUDGE FISHER APTS	Spanish	17	195	Translated written notices of right to receive free oral interpretation of documents

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	JUDGE FISHER APTS	Vietnamese	17	195	Translated written notices of right to receive free oral interpretation of documents
RAD1	JUDGE FISHER APTS	Urdu/Hindi	7	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Polish	5	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Chinese (Cantonese)	3	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Tagalog	3	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Albanian	2	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Amharic	2	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Chinese (Mandarin)	2	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Arabic	1	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Bulgarian	1	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Gujarati	1	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Korean	1	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Other	1	195	No written translation required by HUD; CHA will translate documents by request
RAD1	JUDGE FISHER APTS	Serbo-Croatian	1	195	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
RAD1	JUDGE FISHER APTS	(blank)	1	195	
RAD1	Judge Green Apts - RAD	English	135	135	
RAD1	Judge Slater	English	352	354	
RAD1	Judge Slater	Hebrew	1	354	No written translation required by HUD; CHA will translate documents by request
RAD1	Judge Slater	Spanish	1	354	No written translation required by HUD; CHA will translate documents by request
RAD1	Kenneth Campbell Apts	English	148	150	
RAD1	Kenneth Campbell Apts	French	1	150	No written translation required by HUD; CHA will translate documents by request
RAD1	Kenneth Campbell Apts	(blank)	1	150	
Mixed Income	Keystone Place	English	27	37	
Mixed Income	Keystone Place	(blank)	10	37	
Family	Lake Parc Place	English	127	254	
Family	Lake Parc Place	English	124	254	
Family	Lake Parc Place	(blank)	2	254	
Family	Lake Parc Place	Creole	1	254	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Lake Park Crescent	English	28	55	
Mixed Income	Lake Park Crescent	(blank)	27	55	
Mixed Income	Langston	English	20	25	
Mixed Income	Langston	(blank)	5	25	
RAD1	LAS AMERICAS	English	98	197	
RAD1	LAS AMERICAS	Spanish	94	197	Translate vital documents
RAD1	LAS AMERICAS	Chinese (Mandarin)	3	197	No written translation required by HUD; CHA will translate documents by request
RAD1	LAS AMERICAS	Chinese (Cantonese)	1	197	No written translation required by HUD; CHA will translate documents by request
RAD1	LAS AMERICAS	(blank)	1	197	
RAD1	LATHROP PHASE 1A	English	79	113	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHS at Site	Translation Requirement
RAD1	LATHROP PHASE 1A	Spanish	34	113	Translated written notices of right to receive free oral interpretation of documents
Family	Lawndale Gardens	English	101	106	
Family	Lawndale Gardens	(blank)	3	106	
Family	Lawndale Gardens	Spanish	2	106	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Legends South	English	202	264	
Mixed Income	Legends South	(blank)	62	264	
Senior	Lidia Pucinska Apts	Spanish	70	373	Translate vital documents
Senior	Lidia Pucinska Apts	Polish	69	373	Translate vital documents
Senior	Lidia Pucinska Apts	English	86	373	
Senior	Lidia Pucinska Apts	Spanish	57	373	Translate vital documents
Senior	Lidia Pucinska Apts	English	73	373	
Senior	Lidia Pucinska Apts	Ukrainian	8	373	No written translation required by HUD; CHA will translate documents by request
Senior	Lidia Pucinska Apts	Russian	6	373	No written translation required by HUD; CHA will translate documents by request
Senior	Lidia Pucinska Apts	Arabic	1	373	No written translation required by HUD; CHA will translate documents by request
Senior	Lidia Pucinska Apts	German	1	373	No written translation required by HUD; CHA will translate documents by request
Senior	Lidia Pucinska Apts	Romanian	1	373	No written translation required by HUD; CHA will translate documents by request
Senior	Lidia Pucinska Apts	Vietnamese	1	373	No written translation required by HUD; CHA will translate documents by request
RAD1	LINCOLN PERRY APTS	English	330	332	
RAD1	LINCOLN PERRY APTS	Spanish	2	332	No written translation required by HUD; CHA will translate documents by request
RAD1	LONG LIFE APARTMENTS	Chinese (Cantonese)	102	112	Translate vital documents

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	LONG LIFE APARTMENTS	English	7	112	
RAD1	LONG LIFE APARTMENTS	Chinese (Mandarin)	3	112	No written translation required by HUD; CHA will translate documents by request
RAD1	LORRAINE HANSBERRY	English	142	146	
RAD1	LORRAINE HANSBERRY	(blank)	3	146	
RAD1	LORRAINE HANSBERRY	Polish	1	146	No written translation required by HUD; CHA will translate documents by request
Family	Lowden Homes	English	118	122	
Family	Lowden Homes	(blank)	4	122	
Senior	Mahalia Jackson Apts	English	131	265	
Senior	Mahalia Jackson Apts	English	124	265	
Senior	Mahalia Jackson Apts	Spanish	8	265	No written translation required by HUD; CHA will translate documents by request
Senior	Mahalia Jackson Apts	Creole (French)	1	265	No written translation required by HUD; CHA will translate documents by request
Senior	Mahalia Jackson Apts	French	1	265	No written translation required by HUD; CHA will translate documents by request
Senior	Margaret Day Blake Apts	English	67	88	
Senior	Margaret Day Blake Apts	Spanish	13	88	Translated written notices of right to receive free oral interpretation of documents
Senior	Margaret Day Blake Apts	Russian	4	88	No written translation required by HUD; CHA will translate documents by request
Senior	Margaret Day Blake Apts	Chinese (Mandarin)	1	88	No written translation required by HUD; CHA will translate documents by request
Senior	Margaret Day Blake Apts	Creole (Portuguese)	1	88	No written translation required by HUD; CHA will translate documents by request
Senior	Margaret Day Blake Apts	Polish	1	88	No written translation required by HUD; CHA will translate documents by request
Senior	Margaret Day Blake Apts	Serbo-Croatian	1	88	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Maria Diaz Martinez Apts	English	80	128	
Senior	Maria Diaz Martinez Apts	Spanish	28	128	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	Russian	10	128	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	Chinese (Mandarin)	7	128	Translated written notices of right to receive free oral interpretation of documents
Senior	Maria Diaz Martinez Apts	(blank)	1	128	
Senior	Maria Diaz Martinez Apts	Greek	1	128	No written translation required by HUD; CHA will translate documents by request
Senior	Maria Diaz Martinez Apts	Polish	1	128	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	English	76	341	
Senior	Mary Hartwell Catherwood Apts	Spanish	55	341	Translate vital documents
Senior	Mary Hartwell Catherwood Apts	English	56	341	
Senior	Mary Hartwell Catherwood Apts	Tagalog	26	341	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	English	52	341	
Senior	Mary Hartwell Catherwood Apts	Korean	24	341	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Romanian	24	341	Translated written notices of right to receive free oral interpretation of documents
Senior	Mary Hartwell Catherwood Apts	Polish	6	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Arabic	5	341	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	Mary Hartwell Catherwood Apts	Bosnian	4	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Serbo-Croatian	3	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Chinese (Mandarin)	2	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Russian	2	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Albanian	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Chinese (Cantonese)	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Lithuanian	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Thai	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Urdu/Hindi	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Hartwell Catherwood Apts	Vietnamese	1	341	No written translation required by HUD; CHA will translate documents by request
Senior	Mary Jane Richardson-Jones Apts	English	154	156	
Senior	Mary Jane Richardson-Jones Apts	Spanish	2	156	No written translation required by HUD; CHA will translate documents by request
Senior	Maudelle Brown Bousfield Apts	English	81	81	
RAD1	MINNIE RIPERTON	English	284	289	
RAD1	MINNIE RIPERTON	Spanish	2	289	No written translation required by HUD; CHA will translate documents by request
RAD1	MINNIE RIPERTON	Romanian	1	289	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	MINNIE RIPERTON	Vietnamese	1	289	No written translation required by HUD; CHA will translate documents by request
RAD1	MINNIE RIPERTON	(blank)	1	289	
Mixed Income	Mohawk North	English	15	15	
Senior	Mulvey Place Apartments	English	13	16	
Senior	Mulvey Place Apartments	Spanish	2	16	Translated written notices of right to receive free oral interpretation of documents
Senior	Mulvey Place Apartments	Chinese (Mandarin)	1	16	Translated written notices of right to receive free oral interpretation of documents
Mixed Income	North Town Village I & II	English	76	77	
Mixed Income	North Town Village I & II	Polish	1	77	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Northtown Apts & Library	English	21	30	
RAD1 (ToA)	Northtown Apts & Library	Spanish	4	30	Translated written notices of right to receive free oral interpretation of documents
RAD1 (ToA)	Northtown Apts & Library	Urdu/Hindi	2	30	Translated written notices of right to receive free oral interpretation of documents
RAD1 (ToA)	Northtown Apts & Library	Korean	1	30	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Northtown Apts & Library	Tagalog	1	30	No written translation required by HUD; CHA will translate documents by request
RAD1 (ToA)	Northtown Apts & Library	Thai	1	30	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Oakwood Shores	English	199	251	
Mixed Income	Oakwood Shores	(blank)	52	251	
Mixed Income	Old Town Square	English	14	14	
Mixed Income	Old Town Village East I & II	English	25	25	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Mixed Income	Old Town Village West	English	36	36	
Mixed Income	Orchard Park	English	74	75	
Mixed Income	Orchard Park	(blank)	1	75	
RAD1 (ToA)	Oso Apartments - RAD	English	23	32	
RAD1 (ToA)	Oso Apartments - RAD	Spanish	9	32	Translated written notices of right to receive free oral interpretation of documents
Mixed Income	Park Boulevard and The Pershing	English	116	162	
Mixed Income	Park Boulevard and The Pershing	(blank)	45	162	
Mixed Income	Park Boulevard and The Pershing	Spanish	1	162	No written translation required by HUD; CHA will translate documents by request
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 required by HUD; CHA will translate documents by request
RAD1	Patrick Sullivan Apts	English	426	434	
RAD1	Patrick Sullivan Apts	Chinese (Mandarin)	2	434	No written translation required by HUD; CHA will translate documents by request
RAD1	Patrick Sullivan Apts	Spanish	2	434	No written translation required by HUD; CHA will translate documents by request
RAD1	Patrick Sullivan Apts	(blank)	2	434	
RAD1	Patrick Sullivan Apts	Other	1	434	No written translation required by HUD; CHA will translate documents by request
RAD1	Patrick Sullivan Apts	Romanian	1	434	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Quincy	English	21	27	
Mixed Income	Quincy	(blank)	6	27	
Mixed Income	Renaissance North	English	14	17	
Mixed Income	Renaissance North	(blank)	3	17	
RAD1	ROBERT LAWRENCE APTS	English	167	167	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Mixed Income	Roosevelt Square	English	201	240	
Mixed Income	Roosevelt Square	(blank)	36	240	
Mixed Income	Roosevelt Square	Spanish	2	240	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Roosevelt Square	Other	1	240	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Rosenwald Courts Apartments	English	52	59	
Mixed Income	Rosenwald Courts Apartments	(blank)	5	59	
Mixed Income	Rosenwald Courts Apartments	Spanish	2	59	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	English	63	160	
RAD1	SCHNEIDER APTS	Korean	16	160	Translated written notices of right to receive free oral interpretation of documents
RAD1	SCHNEIDER APTS	Spanish	30	160	Translated written notices of right to receive free oral interpretation of documents
RAD1	SCHNEIDER APTS	Other	7	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Serbo-Croatian	6	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Romanian	5	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Urdu/Hindi	5	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Bosnian	4	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Polish	4	160	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	SCHNEIDER APTS	Russian	4	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Arabic	2	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Chinese (Mandarin)	2	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Greek	2	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Tagalog	2	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Assyrian	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Cambodian (mon-khmer)	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Chinese (Cantonese)	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Hungarian	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Ukrainian	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Vietnamese	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	Yoruba	1	160	No written translation required by HUD; CHA will translate documents by request
RAD1	SCHNEIDER APTS	(blank)	1	160	
Mixed Income	Shops and Lofts at 47th	English	25	27	
Mixed Income	Shops and Lofts at 47th	(blank)	1	27	
Mixed Income	Shops and Lofts at 47th	Spanish	1	27	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
Scattered Site	SS Region 1	English	979	1294	
Scattered Site	SS Region 1	Spanish	270	1294	Translate vital documents
Scattered Site	SS Region 1	(blank)	15	1294	
Scattered Site	SS Region 1	Spanish	9	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	English	5	1294	
Scattered Site	SS Region 1	Vietnamese	3	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Arabic	2	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Fanti	2	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Other	2	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Bosnian	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Chinese (Mandarin)	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Creole (Portuguese)	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	French	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Nepalese	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Romanian	1	1294	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 1	Urdu/Hindi	1	1294	No written translation required by HUD; CHA

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
					will translate documents by request
Scattered Site	SS Region 2	English	355	433	
Scattered Site	SS Region 2	Spanish	76	433	Translate vital documents
Scattered Site	SS Region 2	Korean	1	433	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 2	(blank)	1	433	
Scattered Site	SS Region 3	English	313	318	
Scattered Site	SS Region 3	(blank)	4	318	
Scattered Site	SS Region 3	Spanish	1	318	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 4	English	296	324	
Scattered Site	SS Region 4	(blank)	15	324	
Scattered Site	SS Region 4	Spanish	12	324	No written translation required by HUD; CHA will translate documents by request
Scattered Site	SS Region 4	Polish	1	324	No written translation required by HUD; CHA will translate documents by request
Mixed Income	St. Edmunds Meadows	English	9	12	
Mixed Income	St. Edmunds Meadows	(blank)	3	12	
Mixed Income	St. Edmund's Oasis	English	14	19	
Mixed Income	St. Edmund's Oasis	(blank)	5	19	
Mixed Income	Sterling Park Apts	English	45	63	
Mixed Income	Sterling Park Apts	(blank)	17	63	
Mixed Income	Sterling Park Apts	Chinese (Mandarin)	1	63	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Sullivan Station	English	44	46	
Mixed Income	Sullivan Station	(blank)	2	46	
Mixed Income	Taylor Street Library and Apts	English	37	37	
Mixed Income	The Dorchester	English	11	11	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	The Kenmore	English	46	100	
Senior	The Kenmore	Vietnamese	16	100	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Polish	8	100	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Chinese (Mandarin)	7	100	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Korean	6	100	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	Spanish	6	100	Translated written notices of right to receive free oral interpretation of documents
Senior	The Kenmore	(blank)	4	100	
Senior	The Kenmore	Russian	4	100	No written translation required by HUD; CHA will translate documents by request
Senior	The Kenmore	Bosnian	1	100	No written translation required by HUD; CHA will translate documents by request
Senior	The Kenmore	French	1	100	No written translation required by HUD; CHA will translate documents by request
Senior	The Kenmore	Urdu/Hindi	1	100	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	English	60	102	
Senior	The Pomeroy	Polish	8	102	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	Russian	8	102	Translated written notices of right to receive free oral interpretation of documents

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Senior	The Pomeroy	Spanish	6	102	Translated written notices of right to receive free oral interpretation of documents
Senior	The Pomeroy	Chinese (Mandarin)	5	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Vietnamese	5	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	(blank)	2	102	
Senior	The Pomeroy	Korean	2	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Serbo-Croatian	2	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Arabic	1	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Bosnian	1	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Chinese (Cantonese)	1	102	No written translation required by HUD; CHA will translate documents by request
Senior	The Pomeroy	Ukrainian	1	102	No written translation required by HUD; CHA will translate documents by request
Family	Trumbull Park Homes & Ida Platt Senior Apts	English	399	433	
Family	Trumbull Park Homes & Ida Platt Senior Apts	(blank)	33	433	
Family	Trumbull Park Homes & Ida Platt Senior Apts	Spanish	1	433	No written translation required by HUD; CHA will translate documents by request
RAD1	Villages of Westhaven	English	96	96	
RAD1	VIVIAN CARTER APARTMENTS	English	207	208	
RAD1	VIVIAN CARTER APARTMENTS	(blank)	1	208	
RAD1	Vivian Gordan Harsh Apts - RAD	English	103	105	
RAD1	Vivian Gordan Harsh Apts - RAD	Spanish	2	105	No written translation required by HUD; CHA will translate documents by request

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Family	Washington Park Low Rises & Elderly	English	197	198	
Family	Washington Park Low Rises & Elderly	Gujarati	1	198	No written translation required by HUD; CHA will translate documents by request
Family	Wentworth Gardens	English	314	315	
Family	Wentworth Gardens	Spanish	1	315	No written translation required by HUD; CHA will translate documents by request
Mixed Income	West End	English	117	124	
Mixed Income	West End	(blank)	5	124	
Mixed Income	West End	Other	1	124	No written translation required by HUD; CHA will translate documents by request
Mixed Income	West End	Spanish	1	124	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Westhaven Park	English	224	231	
Mixed Income	Westhaven Park	Spanish	6	231	No written translation required by HUD; CHA will translate documents by request
Mixed Income	Westhaven Park	(blank)	1	231	
Senior	Wicker Park Apts & Annex	English	77	214	
Senior	Wicker Park Apts & Annex	Spanish	93	214	Translate vital documents
Senior	Wicker Park Apts & Annex	Polish	32	214	Translated written notices of right to receive free oral interpretation of documents
Senior	Wicker Park Apts & Annex	Ukrainian	6	214	No written translation required by HUD; CHA will translate documents by request
Senior	Wicker Park Apts & Annex	Russian	3	214	No written translation required by HUD; CHA will translate documents by request
Senior	Wicker Park Apts & Annex	Bulgarian	2	214	No written translation required by HUD; CHA will translate documents by request
Senior	Wicker Park Apts & Annex	Greek	1	214	No written translation required by HUD; CHA will translate documents by request
RAD1	WILLIAM JONES APARTMENTS	English	99	109	

Property Type	Common Property Name w/RAD Designation	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
RAD1	WILLIAM JONES APARTMENTS	Spanish	5	109	No written translation required by HUD; CHA will translate documents by request
RAD1	WILLIAM JONES APARTMENTS	(blank)	4	109	
RAD1	WILLIAM JONES APARTMENTS	Chinese (Cantonese)	1	109	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	English	230	243	
Senior	Zelda Ormes Apts	Chinese (Mandarin)	5	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Arabic	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Chinese (Cantonese)	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Hungarian	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Lithuanian	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Romanian	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Russian	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Spanish	1	243	No written translation required by HUD; CHA will translate documents by request
Senior	Zelda Ormes Apts	Tagalog	1	243	No written translation required by HUD; CHA will translate documents by request

PBV (No RAD)

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
2, 3	mr002	English	72	88	

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
2, 3	mr002	(blank)	15	88	
2, 3	mr002	Spanish	1	88	No written translation required by HUD; CHA will translate documents by request
2, 3	mr005	English	35	65	
2, 3	mr005	(blank)	28	65	
2, 3	mr005	Spanish	2	65	No written translation required by HUD; CHA will translate documents by request
1	pbv001	English	47	68	
1	pbv001	(blank)	21	68	
2	pbv004	English	120	144	
2	pbv004	(blank)	24	144	
4	pbv007	English	76	78	
4	pbv007	(blank)	2	78	
4	pbv008	English	106	117	
4	pbv008	(blank)	11	117	
3	pbv009	English	48	58	
3	pbv009	(blank)	10	58	
3	pbv044	English	34	55	
3	pbv044	(blank)	20	55	
3	pbv044	Fanti	1	55	No written translation required by HUD; CHA will translate documents by request
2	pbv066	English	63	70	
2	pbv066	(blank)	7	70	
1	pbv083	English	52	76	
1	pbv083	(blank)	21	76	
1	pbv083	Spanish	2	76	No written translation required by HUD; CHA will translate documents by request
1	pbv083	Polish	1	76	No written translation required by HUD; CHA will translate documents by request
4	pbv086	English	57	66	
4	pbv086	(blank)	8	66	
4	pbv086	French	1	66	No written translation required by HUD; CHA will translate documents by request
2	pbv092	English	43	53	
2	pbv092	(blank)	10	53	
1	pbv096	English	53	90	
1	pbv096	Russian	14	90	Translated written notices of right to receive free oral interpretation of documents

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
1	pbv096	Bosnian	4	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Polish	3	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Spanish	3	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Bulgarian	2	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Chinese (Mandarin)	2	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Tagalog	2	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Tibetan	2	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Chinese (Cantonese)	1	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Lithuanian	1	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Nepalese	1	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Ukrainian	1	90	No written translation required by HUD; CHA will translate documents by request
1	pbv096	Vietnamese	1	90	No written translation required by HUD; CHA will translate documents by request
3	pbv098	English	48	60	
3	pbv098	(blank)	8	60	
3	pbv098	Other	4	60	Translated written notices of right to receive free oral interpretation of documents
3	pbv103	English	57	57	
3	pbv110	English	46	60	
3	pbv110	Chinese (Cantonese)	7	60	Translated written notices of right to receive free oral interpretation of documents

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
3	pbv110	Chinese (Mandarin)	3	60	Translated written notices of right to receive free oral interpretation of documents
3	pbv110	(blank)	2	60	
3	pbv110	Spanish	1	60	No written translation required by HUD; CHA will translate documents by request
3	pbv110	Yoruba	1	60	No written translation required by HUD; CHA will translate documents by request
3	pbv111	English	47	70	
3	pbv111	Chinese (Cantonese)	14	70	Translated written notices of right to receive free oral interpretation of documents
3	pbv111	Chinese (Mandarin)	7	70	Translated written notices of right to receive free oral interpretation of documents
3	pbv111	(blank)	1	70	
3	pbv111	Tagalog	1	70	No written translation required by HUD; CHA will translate documents by request
2	pbv112	English	54	54	
1	pbv115	English	75	78	
1	pbv115	Spanish	3	78	No written translation required by HUD; CHA will translate documents by request
4	pbv129	English	65	81	
4	pbv129	(blank)	10	81	
4	pbv129	Spanish	5	81	Translated written notices of right to receive free oral interpretation of documents
4	pbv129	Arabic	1	81	No written translation required by HUD; CHA will translate documents by request
4	pbv132	(blank)	55	106	
4	pbv132	English	51	106	
2	rdm004	English	70	85	
2	rdm004	(blank)	14	85	
2	rdm004	Spanish	1	85	No written translation required by HUD; CHA will translate documents by request
1	sro002	English	55	62	
1	sro002	(blank)	6	62	
1	sro002	Spanish	1	62	No written translation required by HUD; CHA will translate documents by request

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
4	sro007	English	51	66	
4	sro007	(blank)	15	66	
1, 3	sro011	English	121	154	
1, 3	sro011	(blank)	31	154	
1, 3	sro011	Spanish	2	154	No written translation required by HUD; CHA will translate documents by request
1	sro012	English	42	70	
1	sro012	(blank)	26	70	
1	sro012	Russian	1	70	No written translation required by HUD; CHA will translate documents by request
1	sro012	Spanish	1	70	No written translation required by HUD; CHA will translate documents by request
3	sro016	English	81	90	
3	sro016	(blank)	9	90	
2	Summary	English	443	527	
3	Summary	English	307	386	
4	Summary	English	509	650	
Outside of Chicago	Summary	English	75	101	
1	Summary	English	367	530	
Outside of Chicago	Summary	(blank)	26	101	
1	Summary	(blank)	109	530	
3	Summary	(blank)	72	386	
4	Summary	(blank)	103	650	
2	Summary	(blank)	51	527	
2	Summary	Spanish	31	527	Translated written notices of right to receive free oral interpretation of documents
1	Summary	Romanian	19	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Spanish	18	530	No written translation required by HUD; CHA will translate documents by request
4	Summary	Spanish	15	650	No written translation required by HUD; CHA will translate documents by request
4	Summary	Chinese (Mandarin)	12	650	No written translation required by HUD; CHA will translate documents by request

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
4	Summary	Chinese (Cantonese)	10	650	No written translation required by HUD; CHA will translate documents by request
3	Summary	Chinese (Cantonese)	4	386	No written translation required by HUD; CHA will translate documents by request
1	Summary	Bosnian	4	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Russian	3	530	No written translation required by HUD; CHA will translate documents by request
3	Summary	Chinese (Mandarin)	2	386	No written translation required by HUD; CHA will translate documents by request
1	Summary	Chinese (Cantonese)	2	530	No written translation required by HUD; CHA will translate documents by request
3	Summary	Spanish	1	386	No written translation required by HUD; CHA will translate documents by request
2	Summary	Other	1	527	No written translation required by HUD; CHA will translate documents by request
2	Summary	Polish	1	527	No written translation required by HUD; CHA will translate documents by request
1	Summary	Arabic	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Chinese (Mandarin)	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	French	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Gujarati	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Korean	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Other	1	530	No written translation required by HUD; CHA will translate documents by request
1	Summary	Polish	1	530	No written translation required by HUD; CHA will translate documents by request

CHA Regions (2016)	Property Code	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
1	Summary	Tagalog	1	530	No written translation required by HUD; CHA will translate documents by request
4	Summary	Other	1	650	No written translation required by HUD; CHA will translate documents by request

HCV

Program	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
HCV	English	37,362	40,373	
HCV	(blank)	1,629	40,373	
HCV	Spanish	1,045	40,373	Translate vital documents
HCV	Russian	130	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Somali	69	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Other	23	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Arabic	13	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Polish	13	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Urdu/Hindi	11	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Chinese (Mandarin)	9	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	French	9	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Bosnian	8	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Vietnamese	8	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Creole (Portuguese)	6	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Chinese (Cantonese)	5	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Yoruba	5	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Korean	4	40,373	No written translation required by HUD; CHA will translate documents by request

Program	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
HCV	Romanian	4	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Fanti	3	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Serbo-Croatian	3	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	German	2	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Gujarati	2	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Ukrainian	2	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Amharic	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Armenian	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Bulgarian	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Burmese	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Cambodian (mon-khmer)	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Hmong	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Italian	1	40,373	No written translation required by HUD; CHA will translate documents by request
HCV	Tagalog	1	40,373	No written translation required by HUD; CHA will translate documents by request
Homeownership Program	English	296	351	
Homeownership Program	Spanish	37	351	Translated written notices of right to receive free oral interpretation of documents
Homeownership Program	(blank)	15	351	

Program	Languages Spoken on Site	Total HH in Lg Group	Total HHs at Site	Translation Requirement
Homeownership Program	Creole (Portuguese)	1	351	No written translation required by HUD; CHA will translate documents by request
Homeownership Program	Russian	1	351	No written translation required by HUD; CHA will translate documents by request
Homeownership Program	Vietnamese	1	351	No written translation required by HUD; CHA will translate documents by request

Waitlist

Applicant Languages Spoken	Total HH in Lg Group	Total HHs on Waitlist	Translation Requirement
English	129,007	161,939	
Unidentified	27,104	161,939	
Spanish	2,657	161,939	No written translation required by HUD; CHA will translate documents by request
Chinese (Cantonese)	1,114	161,939	No written translation required by HUD; CHA will translate documents by request
Chinese (Mandarin)	248	161,939	No written translation required by HUD; CHA will translate documents by request
Arabic	240	161,939	No written translation required by HUD; CHA will translate documents by request
Other	228	161,939	
Russian	172	161,939	No written translation required by HUD; CHA will translate documents by request
Polish	146	161,939	No written translation required by HUD; CHA will translate documents by request
Urdu/Hindi	134	161,939	No written translation required by HUD; CHA will translate documents by request
Korean	121	161,939	No written translation required by HUD; CHA will translate documents by request
French	91	161,939	No written translation required by HUD; CHA will translate documents by request
Amharic	88	161,939	No written translation required by HUD; CHA will translate documents by request
Vietnamese	73	161,939	No written translation required by HUD; CHA will translate documents by request
Armenian	56	161,939	No written translation required by HUD; CHA will translate documents by request
Bosnian	52	161,939	No written translation required by HUD; CHA will translate documents by request
Tagalog	52	161,939	No written translation required by HUD; CHA will translate documents by request

Applicant Languages Spoken	Total HH in Lg Group	Total HHs on Waitlist	Translation Requirement
Burmese	49	161,939	No written translation required by HUD; CHA will translate documents by request
Albanian	47	161,939	No written translation required by HUD; CHA will translate documents by request
Gujarati	42	161,939	No written translation required by HUD; CHA will translate documents by request
Ukrainian	31	161,939	No written translation required by HUD; CHA will translate documents by request
Romanian	26	161,939	No written translation required by HUD; CHA will translate documents by request
Bulgarian	22	161,939	No written translation required by HUD; CHA will translate documents by request
Serbo-Croatian	20	161,939	No written translation required by HUD; CHA will translate documents by request
Yoruba	18	161,939	No written translation required by HUD; CHA will translate documents by request
Thai	15	161,939	No written translation required by HUD; CHA will translate documents by request
Greek	14	161,939	No written translation required by HUD; CHA will translate documents by request
Creole (French)	13	161,939	No written translation required by HUD; CHA will translate documents by request
Somali	12	161,939	No written translation required by HUD; CHA will translate documents by request
Cambodian (mon-khmer)	11	161,939	No written translation required by HUD; CHA will translate documents by request
German	10	161,939	No written translation required by HUD; CHA will translate documents by request
Creole (Portuguese)	9	161,939	No written translation required by HUD; CHA will translate documents by request
Lithuanian	5	161,939	No written translation required by HUD; CHA will translate documents by request

Applicant Languages Spoken	Total HH in Lg Group	Total HHs on Waitlist	Translation Requirement
Italian	4	161,939	No written translation required by HUD; CHA will translate documents by request
Fanti	3	161,939	No written translation required by HUD; CHA will translate documents by request
Hebrew	2	161,939	No written translation required by HUD; CHA will translate documents by request
Laotian	2	161,939	No written translation required by HUD; CHA will translate documents by request
Hungarian	1	161,939	No written translation required by HUD; CHA will translate documents by request

Methodology

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 required by HUD; CHA will translate documents by request