



WELLESLEY HOUSING AUTHORITY

109 Barton Road • Wellesley, Massachusetts 02481
(781) 235-0223 • Fax: (781) 239-0802 • wellesleyhousing@aol.com

NAME OF POLICY Language Access Policy

SIGNATURES:

CHAIR:

Janice B. Codrue

COMMISSIONERS:

Odessa MB Sanchez

Frank Hill

Rebecca Spencer



Language Access Plan

Adopted: 11/16/2022

Board Member Signatures:

I. INTRODUCTION

The **Wellesley** Housing Authority (“WHA”) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken.

Pursuant to [760 CMR 4.02\(1\)\(e\)](#), Massachusetts Local Housing Authorities must adopt and enforce a Language Access Plan (“LAP”) regardless of whether they receive federal funds. DHCD has provided “DHCD LAP Guidance to Program Administering Entities” as an appendix to its Language Access Plan, most recently in 2017.¹

[Title VI of the Civil Rights Act of 1964](#) (“Title VI”) also requires recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by individuals with Limited English Proficiency (“LEP”). Persons who do not speak English as their primary language and who have a limited ability to read, write, or understand English may be considered LEP individuals. Such reasonable steps to ensure meaningful access include language access planning.

On January 22, 2007, the U.S. Department of Housing and Urban Development (“HUD”) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP individuals, including detailed guidance for language access planning.²

Furthermore, HUD’s Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services. DHCD, in its “DHCD LAP Guidance to Program Administering Entities,” has encouraged LHAs to utilize this four-factor self-assessment method regardless of whether they receive HUD funds. Based on the DHCD and HUD guidance, the WHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the WHA has prepared this LAP, which defines the actions to be taken by the WHA to ensure WHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The WHA will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with 760 CMR 4.02(1)(e), as well as Title VI and related HUD guidance as applicable.

II. GOALS OF THE LANGUAGE ACCESS PLAN

The goals of the WHA’s LAP include:

- To ensure meaningful access to the WHA’s housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that the WHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the WHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that WHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.

¹ <https://www.mass.gov/files/documents/2017/10/25/lapdhcd2017.docx>

² <https://www.federalregister.gov/documents/2007/01/22/07-217/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against>; see also <https://www.federalregister.gov/documents/2007/03/16/E7-4794/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against> (Update of Web Site Reference)



- To provide for periodic review and updating of this LAP and services in accordance with community needs.

III. LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

See “Attachment A” for data analysis of LEP populations.

IV. TYPES OF ASSISTANCE NEEDED BY LEP INDIVIDUALS

Most contacts between the WHA and LEP individuals involve meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with WHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and WHA staff related to management, maintenance and lease compliance issues. Oral language assistance services may be needed for these contacts. Oral language assistance service may come in the form of “in-language” communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person’s language) or interpretation services. These services may also be necessary to communicate with LEP individuals when written materials are insufficient.

Other contacts involve the exchange and review of printed materials, some of which may be considered “vital documents”. HUD’s Final Guidance defines vital documents as, “any document that is critical for ensuring meaningful access to the recipients’ major activities and programs by beneficiaries generally and LEP individuals specifically”. The WHA will strive to provide translation services as necessary and as resources permit for any document considered vital for an applicant’s, tenant’s, or participant’s meaningful program access as provided in section V.B below (“Written Translation”).

V. LANGUAGE ASSISTANCE TO BE PROVIDED

To promote equal access to WHA programs and services by LEP individuals, the WHA will implement the following array of Language Access services:

A. Identification of LEP Individuals and Notices

- ***Use of “I Speak... Language Identification Flashcards”:*** To help identify LEP individuals and determine the appropriate Language Access, the WHA will post and make available “I Speak... Language Identification Flashcards” in common areas, on its website, and by request. Applicants and residents can use these guides to indicate their primary language. During the tenant selection screening process, WHA staff will make appropriate arrangements for interpretation services generally; using either a bilingual staff person or a telephone interpretation service.³
- ***Notices of Oral interpretation Services:*** Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, the WHA will provide free access to language assistance for staff contact with LEP individuals. The WHA will prominently post multi-language notices in common areas and on its website which indicate that free language assistance is available upon request (see “Attachment B”). The WHA will also gather data on requests for language assistance by language to inform its four-factor self-assessment.

B. Language Access Measures

- ***Oral Interpretation - Staff:*** When feasible, bilingual WHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing WHA materials, answering questions about WHA programs, and responding to WHA forms and information requests. Currently, WHA employs staff members who speak **Spanish**.

³ “I Speak...” Language Identification Flashcards are available in numerous languages from the U.S. Census Bureau: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>



- **Oral Interpretation - Telephone Support:** Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, if qualified bilingual WHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the WHA will use the services of a professional telephone interpretation service, including when an LEP individual uses an “I Speak... Language Identification Flashcard” to signify that they speak a non-English language. When these contacts involve review of WHA forms and procedures, the WHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The WHA will only utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. The **WHA JR Language Translation Services, Inc.** a service which provides trained and certified interpreters and coverage for a multitude of languages. WHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents.
- **Oral Interpretation - In Person Assistance:** Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, in limited instances where telephone interpretation services or the use of bilingual WHA staff are determined insufficient to ensure meaningful access, the WHA may provide qualified in-person interpretation services at no cost to the LEP individual through the use of community resources and/or outside organizations or vendors who employ or contract with qualified and trained interpreters. Examples of contacts where in person assistance may be requested includes termination hearings and evictions. Due to the considerable expense often involved in providing in person assistance, unless in-person interpretation is available at low cost through community resources, the WHA will generally strive to use telephonic assistance, as resources permit. If the LEP individual does not wish to use the free interpretation services offered by the WHA, the LEP individual may provide their own qualified interpreters at their own expense.
- **Oral Interpretation - Use of Other Interpreters not provided by the WHA:** As noted above, LEP individuals will be informed that the WHA will provide them with free access to oral interpretation services via bilingual WHA staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual’s own expense. Use of family members and friends as interpreters is allowed. Staff will be advised to be alert to the potential for any conflict of interest or competency issue that may arise from the involvement of family or friends.
- **Written Translation:** The WHA will strive to translate documents that are vital to meaningful program access as resources permit and in consideration of the four-factor-self-assessment referenced in Attachment A and applicable HUD guidance.⁴ Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the WHA’s major activities and programs by beneficiaries generally and LEP persons specifically. Meaningful program access generally requires awareness of, and ability to participate in, procedures for applying to the program, for meeting the requirements of the program, and for enjoying important benefits of the program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access.
- Written or “vital documents” include:
 - Application-related documents
 - Lease-related documents
 - Rent-redetermination related documents
 - Consent and complaint forms
 - Written standard notices of rights, denial, loss, or decreases in benefits or services, and other notices relating to hearings/conferences/grievances
 - Notice to quit and eviction-related documents

⁴ HUD guidance indicates that written translation of vital documents for each eligible LEP language group that constitute more than 5% (if > 50) of the eligible population in the market area or among current beneficiaries, or 1,000 of such persons, whichever is less, will constitute strong evidence that reasonable steps have been taken to address written translation needs.



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The WHA may utilize documents translated by HUD and DHCD as made available by said agencies. Other vital documents will contain the following advisory: “This is an important document. Please contact **Wellesley Housing Authority at 781-235-0223** for free language assistance” or a similar such notice which will be translated into the commonly spoken languages as identified in this Language Access Plan (see “Attachment C”). This language advisory will also be provided to applicants and participants who are known not to speak English. (760 CMR 4.02 (1) (f)).

- **Non-Vital or Non-translated Written documents:** For documents not considered “vital documents” or not immediately translated, a notice must be placed on the document which states in the most frequently encountered languages identified under the administering entity’s LAP, “This is an important document. Please contact **Wellesley Housing Authority and 781-235-0223** for free language assistance” (see “Attachment C”).
- **Legal documents:** In the case of legally binding documents such as a lease, although a translated copy of the document should be provided, the English version of the document is the one that is legally binding and considered the official document. The translated document is to be used as a reference tool only. A brief statement will be included on these documents in the language which the document has been translated into which states “This document is for informational purposes only. The English version of this document is considered the legally binding document” (see “Attachment D”).
- **Translation of written documents:** For WHA program documents, including those that are highly individualized (such as ineligibility, termination, or appeal notices), the WHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above.
- **Note on timing-related rights:** A person with LEP will not be penalized or denied meaningful and effective access because of an administering entity’s inability to provide timely translation or interpretation services. This would include allowing additional time for translation and/or interpretation without impacting an applicant’s position on the WHA waitlist.
- **Review and updating:** The WHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants and/or residents, and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

C. Staff Training and Coordination

The WHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

- **Training:** The WHA will make reasonable efforts to avail its staff and employees of any available trainings on Language Access. WHA employees and staff who regularly interact with WHA clients will be encouraged to complete periodic refresher trainings on Language Access.
- **LEP Coordinator:** The WHA has designated the **Executive Director** as the LEP Coordinator, responsible for ongoing updating of LEP analysis, addressing staff and public questions and issue related to LEP matters, and providing ongoing LEP training.

D. Providing Notice to LEP Individuals

- To ensure that LEP individuals are aware of the language services available to them, the WHA will post LEP notices in multiple languages in the WHA’s common areas, on the WHA’s website, and will make LEP notices available upon request.

E. Monitoring and updating the Language Access Plan



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The LAP will be reviewed and updated periodically as needed. The review will assess:

- Whether there have been any significant changes in the composition or language needs of the LEP-population in Norfolk County and/or based on WHA data;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP individuals which may have emerged; and
- Identification of any recommended actions to provide more responsive and effective language services.

Attachment A: WHA's Four Factor Self-Assessment Analysis Regarding LEP Individuals

Attachment B: Language Assistance Protocols

Attachment C: Important Document Notice

Attachment D: Legal Notice Translation



Attachment A:

WHA's Four-Factor Self-Assessment Analysis Regarding Limited English Proficiency (LEP) Individuals

1) Assessing the number and proportion of LEP individuals served or encountered in the eligible service population.

➤ **Census Data** at the County level (for estimating potential LEP applicants encountered by the WHA)

See data graph (below) compiled by **American Community Survey (U.S. Census Bureau), 2014-2019** of citizens of **Norfolk** County aged 5 years and over for which English is spoken "less than very well."

Languages spoken at home among individuals

age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)
Spanish	4,109	0.64
French	966	0.15
Creole	2,954	0.46
Italian	850	0.13
Portuguese	4,378	0.68
German	153	0.02
Yiddish	0	0
Greek	889	0.14
Russian	2,512	0.39
Polish	420	0.07
Armenian	66	0.01
Persian	293	0.05
Gujarati	117	0.02
Hindi	322	0.05
Urdu	147	0.02
Chinese	14,481	2.26
Japanese	792	0.12
Korean	808	0.13
Cambodian	170	0.03
Thai	201	0.03
Laotian	43	0.01
Vietnamese	3,761	0.59
Tagalog	350	0.05
Hungarian	21	0
Arabic	1,346	0.21
Hebrew	297	0.05



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- **Municipal Data** [For use only where the % of LEP population speaking the language in the City/Town is **greater** than the percentage for the County]:

See data graph (attached) compiled by **American Community Survey (U.S. Census Bureau), 2014-2019** of citizens of **Wellesley** aged 5 years and over for which English is spoken "less than very well."

Languages spoken at home among individuals age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)
Italian	61	0.22
German	21	0.08
Japanese	46	0.17
Korean	59	0.22
Thai	10	0.04
Hebrew	36	0.13

- **Applicant data** (e.g., data on CHAMP application languages for estimating applicant LEP population served):

Language	Number of Applicants	Percent of Applicants
English	8,850	95%
Spanish	338	4%
Haitian Creole	9	0%
Portuguese	29	0%
Russian	19	0%
Vietnamese	1	0%
Chinese	43	0%

- **Tenant data** N/A

Where the WHA is able to collect individual program data relating to the languages spoken by participants with LEP, that data will be also be taken into consideration and may take priority over or be considered with the statistics above. The WHA will maintain data on when individuals request interpretation and the language spoken for LEP individuals

2) Based on the above data sources, the following languages are priority languages for translation, in order of priority for translation

Spanish and Chinese

3) Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.

Tenants and participants are required to complete paperwork annually at a minimum. Emphasis will be placed upon translation of documents by these statistics but also collection of internal data regard to self-identification by LEP individuals. Interpretation will always be made available on an as needed basis.

4) Assessing the nature and importance of the program, activity, or service provided by the program.

Providing public housing and rental assistance to low-income families, and elderly/handicapped persons is an important fundamental service and is essential to financial existence.

The WHA will focus its efforts on providing language services in:

- (1) Important matters concerning initial eligibility for public housing, project based assistance (if and where applicable) and tenant-based assistance.
- (2) Important matters which impact continuing eligibility in the above referenced housing programs; and
- (3) Denials, Termination of housing assistance or Eviction.



5) Assessing the resources (e.g., translation services, bilingual staff, community resources, etc.) available to the WHA and costs.

The WHA's Language Access Plan will be implemented subject to the availability of resources. The WHA has an extremely limited budget to cover the cost of translating documents, providing oral interpretation, and otherwise implementing a Language Access Plan. The WHA does not anticipate additional funds would be made available specifically for implementing this Language Access Plan in the near future.

The WHA will continue to identify resources that may be available to support the cost of implementing this Plan. The WHA will focus efforts and making certain that documents that have been translated by HUD and DHCD are available to staff and used on a regular basis and that free or low-cost translation and interpretation services are made available on an as needed basis.

The WHA has 1 bilingual (English/Spanish) administrative employee at the main office. Interpretation services by this employee is available at the main office on a limited basis as well as to the maintenance department staff on an as-needed basis.

This LAP has several attachments which are currently available for use by the WHA. Not all of the Exhibits have all of the languages identified by the WHA as most commonly used language. The WHA will focus efforts and resources in 2023 and thereafter on translating the attachments into the most commonly identified LEP languages identified herein.

JR Language Translation Services, INC –

Document translation per word rate for Spanish is \$0.13 and Chinese is \$0.22 with a minimum purchase per request of \$125. Phone interpretation \$2.00 per minute



Attachment B: Language Assistance Protocols

JR Language Translation Services, INC.
Boston Translation Office
265 Franklin Street, Suite 1702
Boston, MA 02110
(585) 206-2963

Phone: 888-322-6671

Fax Number: (585) 486-1033

Email Address: info@jrlanguage.com

Website: <https://jrlanguage.com/>

WHA Authorization #JR1359

Identifying Need for Language Assistance:

Persons with LEP will often be able to convey, including through third parties, their need for language assistance, although in some instances one or more of the following steps may be necessary to identify the language and the nature of the assistance sought.

- 1) Utilize “I-Speak cards” where walk-ins occur to identify what language the person reads or speaks. I-Speak cards are available at the following website: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>.
- 2) Consult available *WHA staff* who can provide initial support in identifying languages and assistance needed by persons with LEP that come into direct contact with the WHA in person, by telephone, or in writing.
- 4) Utilize WHA’s over-the-phone telephonic services account with **JR Language Translation Services, INC** (see below for further information).

Note-- Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing related rights must be preserved while such services are being sought.

Protocols and Procedures for Providing Oral Language Assistance (Interpretation):

Select appropriate method for providing interpretation on a case-by-case basis depending on the nature and importance of the communication, including whether in-person interpretation is necessary for providing meaningful access to programs and services. The following are interpreter resources for consideration:

a. *WHA staff*

The WHA has 1 bilingual (English/Spanish) administrative employee at the main office. Interpretation services by this employee are available at the main office on a full-time basis as well as to the maintenance department staff on an as-needed basis. Administrative staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at WHA offices needing language assistance. When staff are not available to interpret in the language of a person with LEP, the WHA main office has contracted with a telephone interpretation service.

b. *Community/other resources (e.g., non-profit assistance or inter-agency partnerships)*

The WHA currently works with community partners to translate into Chinese. We continue to reach out to different community partners, example food pantry, to share our translation needs.

- c. Currently, **JR Language Translation Services, INC** is to be used for over-the-phone interpretation. Useful tips for using interpreter services and further protocols for telephonic interpretation are provided below.



d. *In-Person Assistance:* N/A

[DESCRIBE THE PROCESS FOR UTILIZING IN-PERSON ASSISTANCE AND IDENTIFY LANGUAGES FOR WHICH COMPETENT AND EFFECTIVE INTERPRETATION]

Protocols for Using Over-the-Phone Interpretation:

1. Dial **888-322-6671**
2. When the operator answers, tell them:
 - a. Your customer code is **JR1359**
 - b. You are calling from **Wellesley Housing Authority**
 - c. The **language** you need assistance with (Please let the operator know if you need assistance identifying the language)
 - d. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home, for example)
3. The operator will connect you with an interpreter promptly

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please *first* inform the operator *before* the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.

Additional Protocols for Administrative Staff

- 1) Utilize staff resources or the service to:
 - a. Determine the LEP caller's question or issue.
 - b. Obtain the LEP caller's name, contact information, and best times when he or she can be reached.
 - c. Inform the LEP caller that the appropriate staff person will contact the caller.
- 2) After the call ends, let the appropriate staff person that would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information corresponding to paragraph (1) (a)-(c) above as well as whether the issue appears to be time sensitive.
- 3) Assist the staff person to utilize staff resources or over-the-phone interpretation to follow-up with the LEP caller.

Note-- the following are useful tips for utilizing over-the-phone interpreter services:

- Explain to the interpreter the purpose of the communication (i.e., assistance filling out a housing application). It is also helpful, particularly for more complex situations, to give the interpreter a brief overview and description of the information to be conveyed.
- Provide brief explanations of technical terms of art that may come up during the communication, such as eligibility, income limits, recertification, lease violation, etc.
- Speak as if talking directly with the person with LEP and not with the interpreter. It may be helpful to check in with the interpreter to make sure he/she is understanding what you are saying. If in person, face the person with LEP and look at him/her and not the interpreter.



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- Speak in short sentences and enunciate words.
- Express one idea at a time and allow the information to be interpreted prior to continuing.
- Avoid using acronyms, such as HUD, DHCD, etc.
- Inform the interpreter when you are no longer in need of his/her services.

Protocols and Procedures for Providing Written Language Assistance (Translation):

- I. Translation of vital documents:
 - a. *WHA staff*

The WHA has 1 bilingual (English/Spanish) administrative employee at the main office. Translation of vital documents by this employee may be available at the main office as well as to the maintenance department staff on an as-needed basis. Administrative staff and others are trained and will continue to be trained on how to provide language services to persons with LEP. When staff are not available to translate documents in the language of a person with LEP, the WHA main office has contracted with an interpretation service.

- b. *Community/other resources* (e.g., non-profit assistance or inter-agency partnerships)

The WHA currently works with community partners to translate documents into simplified Chinese. We continue to reach out to different community partners, example food pantry, to share our translation needs.

- c. Currently, approved vendor as noted above is to be used for written translation.
- II. To the extent important documents have yet to be translated, free language assistance terminology translated in other languages must be inserted with the document (see "Attachment C").
- III. **For legally binding documents**, such as a lease, the translation must be accompanied by a statement in the language of the translated document indicating that the translated document is for informational purposes only and that the English version is considered the legally binding document (see "Attachment D").



Attachment C: Important Document Notice

This is an important document. Please contact Wellesley Housing Authority at 781-235-0223 for free language assistance.

Este documento es muy importante. Favor de comunicarse con el Wellesley Housing Authority en 781-235-0223 para ayuda gratis con el idioma. (Spanish)

Este é um documento importante. Entre em contato com o Wellesley Housing Authority no número 781-235-0223 para obter assistência gratuita com o idioma. (Portuguese)

Dokiman sila a enpòtan. Tanpri kontakte Wellesley Housing Authority la nan 781-235-0223 pou asistans gratis nan lang. (Haitian Creole)

此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡Wellesley Housing Authority聯絡方式：781-235-0223。(Chinese, Traditional)

此文件为重要文件。如果您需要免费的语言翻译帮助，请联络Wellesley Housing Authority联络方式：781-235-0223。(Chinese, Simplified)

Это весьма важный документ. Свяжитесь с сотрудником Wellesley Housing Authority на предмет оказания бесплатной помощи по переводу на иностранный язык (781-235-0223). (Russian)

នេះគឺជាឯកសារសំខាន់។ សូមទំនាក់ទំនង Wellesley Housing Authority តាមរយៈ 781-235-0223 ដើម្បីទទួលបានជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ។ [Mon-Khmer, Cambodian]

Đây là một tài liệu quan trọng. Vui lòng liên hệ Wellesley Housing Authority tại 781-235-0223 để được hỗ trợ ngôn ngữ miễn phí. (Vietnamese)

Kani waa dukumentiyoo muhiim ah. Fadlan Wellesley Housing Authority kala soo xiriir 781-235-0223 si aad u hesho gargaar xagga luqadda oo bilaash ah. (Somali)

هذه وثيقة مهمة. يرجى الاتصال بـ Wellesley Housing Authority بـ 781-235-0223 للمساعدة اللغوية المجانية. (Arabic)

Ce document est très important. Veuillez contacter le Wellesley Housing Authority au 781-235-0223 afin d'obtenir une assistance linguistique gratuite. (French)

Il presente è un documento importante. Si prega di contattare il Wellesley Housing Authority al 781-235-0223 per avere assistenza gratuita per la traduzione. (Italian)

This is an important document. Please contact [AGENCY NAME] at [PHONE #] for free language assistance.

Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Wellesley Housing Authority στο τηλέφωνο 781-235-0223 για δωρεάν γλωσσική βοήθεια. (Greek)

Jest to ważny dokument. Proszę skontaktować się z Wellesley Housing Authority pod numerem 781-235-0223 aby uzyskać bezpłatną pomoc językową. (Polish)

이것은 중요 문서입니다. 무료 언어 지원을 위해서는 Wellesley Housing Authority 781-235-0223에 연락하십시오. (Korean)



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これは重要な文書です。無料の言語サービスについては、Wellesley Housing Authorityの 781-235-0223 までご連絡ください。
(Japanese)

Սա կառավար փառաշնորհաբար է: Խնդրում ենք կապվել Wellesley Housing Authority 781-235-0223 եզկալալան
ձրի օգնության համար: (Armenian)

ນີ້ແມ່ນເອກະສານທີ່ສໍາຄັນອັນໜຶ່ງ. ກະລຸນາຕິດຕໍ່ກັບ Wellesley Housing Authority ທີ່781-235-0223 ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອທາງ
ດ້ານການແປພາສາໂດຍບໍ່ໄດ້ເສຍຄ່າ. (Lao)

Ovo je važan dokumenat. Za besplatnu pomoć vezanu za jezik, molimo vas kontaktirajte Wellesley Housing Authority na
781-235-0223 (Serbo-Croatian)

یہ ایک اہم دستاویز ہے۔ زبان سے متعلق مفت مدد کیلئے براہ کرم 781-235-0223 میں Wellesley Housing Authority سے رابطہ کریں۔
(Urdu)

આ એક અગત્યની દસ્તાવેજ છે. કૃપા કરીને મફત ભાષાકીય સહાય માટે Wellesley Housing Authority પર 781-235-0223 ની સંપર્ક
કરો. [Gujarati]

เอกสารนี้มีความสำคัญ โปรดติดต่อ Wellesley Housing Authority ที่ 781-235-0223 สำหรับบริการช่วยเหลือด้านภาษาได้ฟรี
(Thai)

این سند مهمی است. لطفا جهت دریافت خدمات رایگان زبان با
تماس حاصل فرمایید.
(Farsi)



Attachment D: Legal Notice Translation

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Este documento es con el propósito de información solamente. La versión en Inglés de este documento es la que se considera válida legalmente. (Spanish)

Este documento é para fins informativos. Somente a versão em inglês deste documento é considerada um documento legalmente obrigatório. (Portuguese)

Dokiman sila a se pou enfòmasyon sèlman. Se vèsyon angle dokiman sila a nou konsidere antanke dokiman ki angaje devan lalwa. (Haitian Creole)

本檔僅供資訊瞭解之用。只有本檔的英文版本被看成具有法律效率的檔。
(Chinese, Traditional)

本文件仅供信息了解之用。只有本文件的英文版本被看成具有法律效率的文件。
(Chinese, Simplified)

Этот документ приведен только со справочно-информационными целями. Английский вариант этого документа является юридически обязательным к исполнению. (Russian)

ឯកសារនេះគឺសម្រាប់ជូនដំណឹងតែប៉ុណ្ណោះ។ ឯកសារនេះជាភាសាអង់គ្លេសត្រូវបានចាត់ទុកជា
ឯកសារចងក្រងភាសាខ្មែរក្រុងភ្នំពេញ។ (Mon-Khmer, Cambodian)

Tài liệu này chỉ nhằm mục đích thông tin. Phiên bản tiếng Anh của tài liệu này được xem là một tài liệu có tính ràng buộc về mặt pháp lý. (Vietnamese)

Dokumentigan waa mid loogu tala galay mid wargelin ahaan oo kaliya. Qeybta ku qoran afka Ingiriiska ee dokumentigan ayaa u taagan dokumentiga sharciga ah. (Somali)

لا يستخدم هذه الوثيقة إلا للأغراض المعلوماتية فحسب. يعتبر الإصدار الإنجليزي لهذه الوثيقة وثيقة ملزمة قانونياً.
(Arabic)

Ce document est fourni à titre d'information uniquement. La version anglaise de ce document a caractère obligatoire. (French)

Il presente documento ha esclusivamente scopo informativo. La versione inglese del presente documento è il documento legalmente vincolante. (Italian)

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Το παρόν έγγραφο είναι μόνο πληροφοριακό. Η Αγγλική εκδοχή του θεωρείται νομικά δεσμευτικό έγγραφο. (Greek)

Niniejszy dokument służy wyłącznie celom informacyjnym. Angielska wersja tego dokumentu jest prawnie obowiązująca. (Polish)

이 문서는 정보 제공용입니다. 이 문서의 영문판은 법적 구속을 받는 문서로 간주됩니다. (Korean)



Wellesley Housing Authority

109 Barton Road Wellesley, Massachusetts 02481

(781) 235-0223 • Fax (781) 239-0802 • contact@wellesleyhousing.org • Wellesley-Housing.org



この文書は情報提供のみを目的としたものです。本文書の英語版は法的効力を持つ文書となります。(Japanese)

Այս փաստաթուղթը տեղեկատվական նպատակների համար է միայն: Այս փաստաթղթի անգլերեն տարբերակն է համարվում իրավաբանորեն պարտավորեցնող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຊ້ເພື່ອໃຊ້ໃນຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຊ້ບັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາ ອັງກິດເທົ່ານັ້ນ. (Lao)

Ovaj dokument služi samo u informativne svrhe. Verzija ovog dokumenta na engleskom jeziku se smatra zakonski obavezujućim dokumentom. (Serbo-Croatian)

یہ دستاویز صرف معلوماتی مقاصد کیلئے ہے۔ اس دستاویز کا انگریزی ورژن قانونی طور پر پابند کرنے والا دستاویز ہے۔
(Urdu)

આ દસ્તાવેજ માત્ર માહિતીના હેતુઓ માટે જ છે. આ દસ્તાવેજનું અંગ્રેજી સંસ્કરણ કાનૂની રીતે બાધ્ય દસ્તાવેજ ગણવામાં આવેલું. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น ฉบับภาษาอังกฤษของเอกสารนี้ถือเป็นเอกสารที่มีภาระผูกพันตามกฎหมาย

(Thai)

این سند صرفاً جهت اطلاع می باشد. تنها نسخه انگلیسی آن از لحاظ قانونی یک سند تعهدآور است.
(Farsi)

LANGUAGE ACCESS PLAN MEETING MINUTES

November 16, 2022 meeting minutes

Language access plan tabled until the December meeting.

December 22, 2022 meeting minutes

Resolution #2022-68 Language Access Plan

ED Sullivan explained that this policy was tabled at the last meeting because we were waiting for tenant data to approve the policy. This data is not available as of this reading of the policy.

Upon a duly made motion by Commissioner Heyison and seconded by Commissioner Sanchez, the resolution was approved by a roll call vote as follows:

Commissioner Coduri – yes

Commissioner Heyison – yes

Commissioner Sanchez – yes

Commissioner Spencer - yes