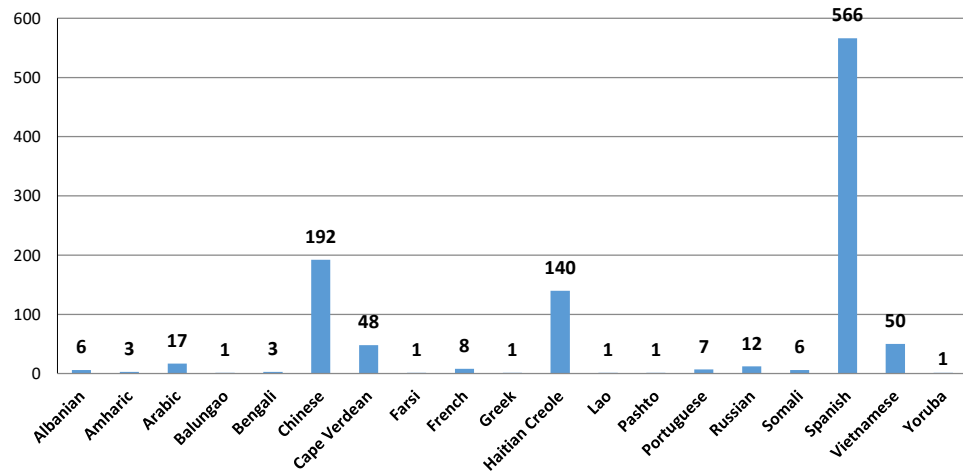


Summary of Interpreter Requests * (10/1/2023 - 9/30/2024)

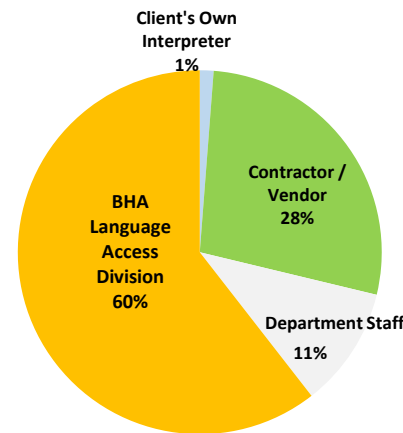
* Data excludes the use of BHA Multilingual Line

Language Requested	Frequency	Percentage	Request Frequency by Department											Service Frequency by Provider				
			Administration/ Communications	Admissions	BHA Developments	Capital Construction	Grievance & Appeals	HR/Legal/OCR	Leased Housing	Resident Engagement & Digital Equity	Resident Leadership & Community Affairs	Operations	Planning and Real Estate Development	Public Safety	Client's Own Interpreter	Contractor / Vendor	Department Staff	BHA Language Access Division
Albanian	6	0.56%		1			1		1			3				6		
Amharic	3	0.28%		2					1							3		
Arabic	17	1.60%		8	1		2		4			1	1		9		8	
Balungao	1	0.09%		1										1				
Bengali	3	0.28%		1			2								3			
Chinese	192	18.05%	6	4	3	7	13		28	75	10	34	11	1	24	3	165	
Cape Verdean	48	4.51%	1	6		1	12		12	2	6	6	1	1	1	39	2	6
Farsi	1	0.09%							1						1			
French	8	0.75%		2			2		4						6		2	
Greek	1	0.09%							1						1			
Haitian Creole	140	13.16%	5	59	1		23	3	26	4	6	8	1	4	4	90	6	40
Lao	1	0.09%												1		1		
Pashto	1	0.09%		1											1			
Portuguese	7	0.66%	1	3			1				1		1		3		4	
Russian	12	1.13%	1	2		1				1	1	5	1		8		4	
Somali	6	0.56%		3					1			1	1		6			
Spanish	566	53.20%	26	86	4	9	83	7	134	74	65	45	27	6	7	48	103	408
Vietnamese	50	4.70%		15	1		5	3	15	2	2	6	1		43		7	
Yoruba	1	0.09%					1								1			
Total	1064	100%	40	194	10	18	145	13	228	158	91	109	44	14	13	293	114	644

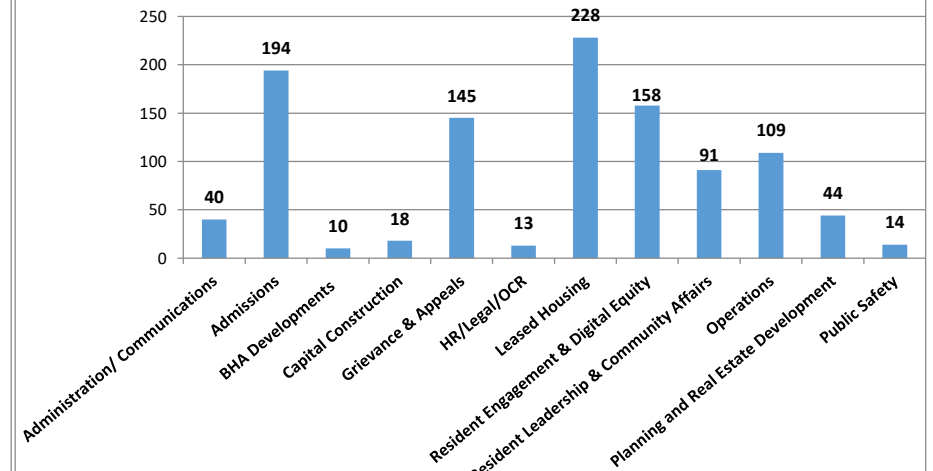
Requests by Language



Services by Provider



Requests by Department



Note: The "Chinese" language category includes Cantonese (160), Mandarin (30) and Taiwanese (2).

10/1/2023-9/30/2024

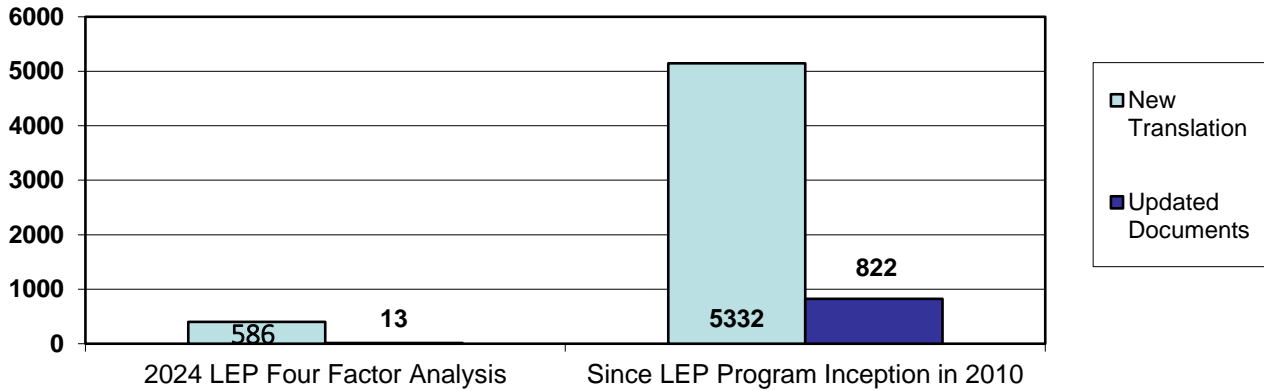
4/1/2010-9/30/2024

2024 LEP Four Factor Analysis

➤ **399** pages of documents translated from English to Spanish and/or Chinese (386 pages are new documents and 13 pages are previously translated documents with updates).

**Cumulative Data
Since LEP Program Inception**

➤ **5145** pages of documents translated from English to Spanish and/or Chinese (Additionally, 4320 pages are new documents and 822 pages of previously translated documents have been updated).



Translation Summary for # of Pages from 4/1/2010-9/30/2024

Total English Documents

- 3906 Documents
- 5332 Pages

Translation Summary

Spanish

- 2315 Documents
- 5291 Pages

Chinese

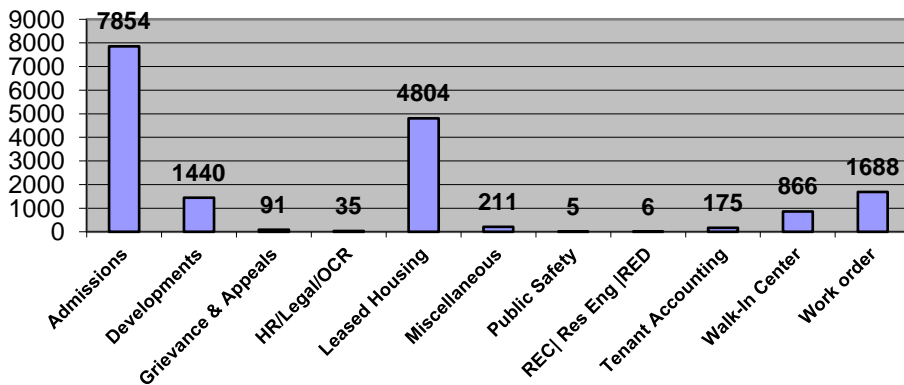
- 1942 Documents
- 3515 Pages

# of Pages Translated by Department		
Administration Department	498	9.34%
BHA Developments	305	5.72%
Capital Construction	106	1.99%
Resident Engagement	1794	33.65%
Communications Department	154	2.89%
Grievances and Appeals	50	0.94%
Leased Housing	335	6.28%
Legal Department	213	3.99%
Admissions Department	761	14.27%
Operations	313	5.87%
Public Safety	4	0.08%
Purchasing Department	2	0.04%
Real Estate Development	786	14.74%
Risk Management	11	0.21%
Total	5332	100.00%

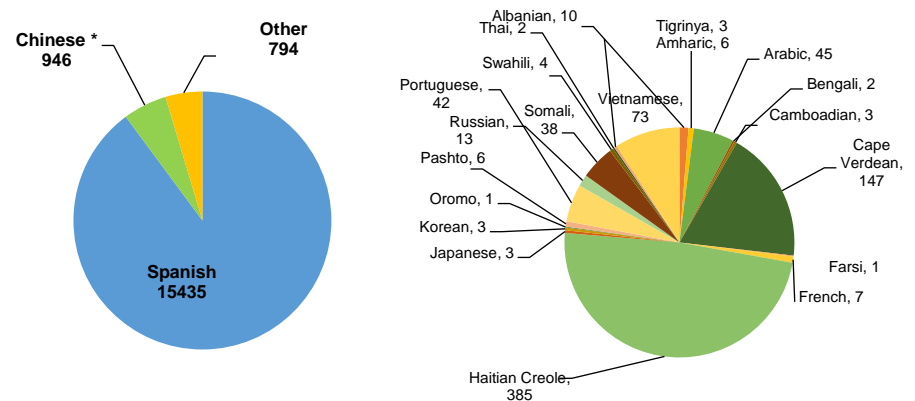
Summary of BHA Multilingual Line (10/1/2023-9/30/2024)

Annual Summary	Total Calls	%	Admissions	Developments	Grievance & Appeals	HR/Legal/OCR	Leased Housing	Miscellaneous	Public Safety	REC Res Eng RED	Tenant Accounting	Walk-In Center	Work order
Spanish	15435	89.87%	7274	1068	68	33	4496	181	5	3	167	500	1640
Chinese *	946	5.51%	268	266	6	2	126	21			6	212	39
Other	794	4.62%	312	106	17	0	182	9	0	3	2	154	9
Albanian	10	0.06%	1	5								3	1
Amharic	6	0.03%		2								4	
Arabic	45	0.26%	20	2			7					14	2
Bengali	2	0.01%	2										
Camboadian	3	0.02%		3									
Cape Verdean	147	0.86%	47	20	7		51	2		1		18	1
Farsi	1	0.01%	1										
French	7	0.04%	1	2			1					3	
Haitian Creole	385	2.24%	166	42	8		76	5		2	2	82	2
Japanese	3	0.02%	1	1			1						
Korean	3	0.02%	2									1	
Oromo	1	0.01%										1	
Pashto	6	0.03%	6										
Portuguese	42	0.24%	17	6			12					6	1
Russian	13	0.08%	5	3			4					1	
Somali	38	0.22%	17	3			10					6	2
Swahili	4	0.02%	1				1					2	
Thai	2	0.01%			1							1	
Tigrinya	3	0.02%	1	1				1					
Vietnamese	73	0.43%	24	16	1		19	1				12	
Total Calls	17175	100.00%	7854	1440	91	35	4804	211	5	6	175	866	1688

Calls by Department



Calls by Language





Volunteer Interpreters Program (VIP) Highlights (10/1/202 - 9/30/2024)

- Trained 9 new volunteers from colleges, high schools and community organizations in **5** training sessions to be BHA housing interpreters (All trainings were done virtually)

Held biweekly/monthly Wellness Connect sessions at 7 elderly/disabled housing developments- Eva White, Frederick Douglass, Hampton House, St. Botolph, Torre Unidad, Ausonia and Washington Manor; in total we had 46 wellness connect sessions

- Maintained a pool of **334** volunteers, capable of assisting in **24** languages:

Albanian	Amharic	Arabic	Bengali	Cape Verdean	Chinese
Farsi	French	Haitian Creole	Hindi	Igbo	Italian
Japanese	Korean	Polish	Portuguese	Russian	Serbian
Spanish	Swahili	Thai	Tigrinya	Urdu	Vietnamese

- Served in **447** occasions including BHA Multilingual Line, in-person interpretation assignments, written translation, and Wellness Connect sessions;

- Contributed **453.15** volunteer hours in total;

- Provided language assistance in **11** languages:

Amharic	Arabic	Cape Verdean	Chinese
Farsi	French	Haitian Creole	Portuguese
Russian	Spanish	Vietnamese	