

**CHELSEA HOUSING AUTHORITY  
LANGUAGE ACCESS PLAN  
Adopted January 12, 2022**

**I. INTRODUCTION**

The Chelsea Housing Authority (“LHA”) 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.<sup>1</sup>

[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.<sup>2</sup>

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 LHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the LHA has prepared this LAP, which defines the actions to be taken by the LHA to ensure LHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The LHA 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.

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

<sup>2</sup> <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)

## **II. GOALS OF THE LANGUAGE ACCESS PLAN**

The goals of the LHA's LAP include:

- To ensure meaningful access to the LHA's housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that the LHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the LHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that LHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.
- 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 LHA and LEP individuals involve meetings, written communications, and phone calls where information is exchanged. Examples include interactions by applicants with LHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and LHA 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 LHA 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 LHA programs and services by LEP individuals, the LHA 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 LHA 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, LHA staff will make appropriate arrangements for interpretation services generally; using either a bilingual staff person or a telephone interpretation service.<sup>3</sup>

*Notices of Oral interpretation Services:* Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, the LHA will provide free access to language assistance for staff contact with LEP individuals. The LHA 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 LHA 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 LHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing LHA materials, answering questions about LHA programs, and responding to LHA forms and information requests. Currently, LHA employs staff members who speak Spanish.

*Oral Interpretation - Telephone Support:* Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, if qualified bilingual LHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the LHA 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 LHA forms and

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<sup>3</sup> "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>

procedures, the LHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The LHA will only utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. The LHA currently utilizes a service which provides trained and certified interpreters and coverage for a multitude of languages. LHA staff are 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 LHA staff are determined insufficient to ensure meaningful access, the LHA 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 LHA 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 LHA, the LEP individual may provide their own qualified interpreters at their own expense.

*Oral Interpretation - Use of Other Interpreters not provided by the LHA:* As noted above, LEP individuals will be informed that the LHA will provide them with free access to oral interpretation services via bilingual LHA 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 LHA 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.<sup>4</sup> Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the LHA'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.

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<sup>4</sup> 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.

Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access.

Written or “vital documents” may 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
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- *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. (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 LHA program documents, including those that are highly individualized (such as ineligibility, termination, or appeal notices), the LHA 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 LHA waitlist.
  - *Review and updating:* The LHA 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 LHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

*Training:* The LHA will train relevant staff on their responsibilities in regard to the LAP. Specifically, staff who are likely to have contact with LEP populations and who will be responsible for implementing the protocols described above will be trained to appropriately respond to LEP applicants, participants, or tenants.

### D. Providing Notice to LEP Individuals

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

### E. Monitoring and updating the Language Access Plan

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 Chelsea and/or based on LHA 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: LHA'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: LHA'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.**

Data estimates are based on the following data sources:

- Census data at the County level (for estimating potential LEP applicants encountered by the LHA):

**99.96% of individuals living in Chelsea aged 5 years or older speak Spanish in the home and have limited proficiency in English**

**4.21% of individuals living in Chelsea aged 5 years or older speak Portuguese in the home and have limited proficiency in English**

**1.66% of individuals living in Chelsea aged 5 years or older speak Vietnamese in the home and have limited proficiency in English** (See data compiled by DHCD of citizens of **Chelsea, MA** aged 5 years and over for which English is spoken "less than very well.")

- Applicant data pulled from CHAMP on October 12, 2021 (e.g., data on CHAMP application languages for estimating applicant LEP population served):

**Of 17,965 total applications, 16,618 applicants speak English s, representing 93% and of 1247 applications, 1247 applicants speak Spanish, representing 7%.**

Based on the above data sources, the following languages are priority languages for translation, in descending order of priority for translation : **Spanish**

### **2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.**

- This information will be obtained not only through the use of these statistics but also through collection of internal data with regard to self-identification by LEP individuals. Emphasis will be placed upon translation of documents where the population meets or exceeds 5% or 1000 consistent with HUD LEP guidance. Interpretation will always be made available on an as needed basis.

### **3. Assessing the nature and importance of the program, activity, or service provided by the program.**

- The greater the possible consequences of the contact, the more important it is for the LHA to provide language services. The LHA 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.

### **4. Assessing the resources (e.g., translation services, bilingual staff, community resources, etc.) available to the LHA and costs.**

- The LHA's Language Access Plan will be implemented subject to the availability of resources. The LHA has an extremely limited budget to cover the cost of translating documents, providing oral interpretation, and otherwise implementing a Language Access Plan. The LHA does not anticipate additional funds would be made available specifically for implementing this Language Access Plan in the near future. The LHA will continue to identify resources that may be available to support the cost of implementing this Plan.
- The LHA 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.
- Translated HUD forms are available on the HUD portal under Hudclips forms at [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips/forms](https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms)

- The HUD office of Fair Housing and Equal Opportunity provides a directory of translated HUD forms at <http://www.hud.gov/offices/fheo/lep.xml>

## **Attachment B: Language Assistance Protocols**

**Cross Central Communication Systems CCCS  
227 Garfield Ave B, Woburn, MA 01801**

Telephone Number: 781-729-3736

Website: [www.embracingculture.com](http://www.embracingculture.com)

Email: [info@embracingculture.com](mailto:info@embracingculture.com)

### **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/crc1-i-speak-booklet.pdf>.

2) Consult available *LHA staff* who can provide initial support in identifying languages and assistance needed by persons with LEP that come into direct contact with the LHA in person, by telephone, or in writing.

3) Utilize LHA’s over-the-phone telephonic services account with CCCS. Reception staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at LHA offices needing language assistance. When staff are not available to interpret in the language of a person with LEP, the LHA main office has contracted with a telephone interpretation service. Translations available from HUD and DHCD will be utilized at this location.

*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. LHA staff*

Reception staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at LHA offices needing language assistance.

When staff are not available to interpret in the language of a person with LEP, the LHA main office has contracted with a telephone interpretation service.

Translations available from HUD and DHCD will be utilized at this location.

In order to help identify LEP individuals and determine the appropriate language assistance, the LHA will post and make available “I Speak Cards” also known as “Language Identification Flashcards” at their offices. Applicants, tenants, and program participants can use these cards to indicate their primary language. LHA staff will then make appropriate arrangements for interpretation services, using a qualified third-party interpreter identified by the applicant/participant or administering entity, or a telephone interpretation service.

## **Protocols for Using Over-the-Phone Interpretation:**

### 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.
- 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.

**Attachment C: Important Document Notice**

This is an important document. Please contact Chelsea Housing Authority at 617-409-5310 for information on free language assistance.

Este documento es muy importante. Favor de comunicarse con el Chelsea Housing Authority en 617-409-5310 para ayuda gratis con el idioma.

## 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)

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

ឯកសារនេះគឺសម្រាប់ជូនជាព័ត៌មានតែប៉ុណ្ណោះ។ ឯកសារនេះជាការសម្រេចស្របច្បាប់ច្បាប់។  
(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)

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

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

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)

ນີ້ແມ່ນເອກະສານໃຈເພື່ອໃຊ້ໃນຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຊ້ບັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (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 બાંધ્ય દસ્તાવેજ ગણવામાં આવશે. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น

ฉบับภาษาอังกฤษของเอกสารนี้ถือเป็นเอกสารที่มีภาระผูกพันตามกฎหมาย

(Thai)

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

(Farsi)



Department of Housing and  
Community Development

Division of Public Housing

Choose  
an  
LHA:

Chelsea Housing Authority

**CENSUS DATA**

**Census Name:** Chelsea city, Suffolk County,  
Massachusetts

City/Town Data    County Data

Languages spoken at home among individuals age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)	Total Number	Percent of Total Population (age 5+)
Spanish	12,533	99.96	64,907	9.35
French	33	0.26	2,472	0.36
Creole	152	1.21	11,787	1.70
Italian	33	0.26	1,864	0.27
Portugese	528	4.21	6,143	0.88
German	18	0.14	305	0.04
Yiddish	0	0.00	11	0.00
Greek	13	0.10	714	0.10
Russian	49	0.39	3,062	0.44
Polish	49	0.39	585	0.08
Croatian	95	0.76	501	0.07
Armenian	0	0.00	107	0.02
Persian	42	0.33	176	0.03
Gujarati	0	0.00	256	0.04

Hindi	40	0.32	314	0.05
Urdu	0	0.00	170	0.02
Chinese	28	0.22	13,817	1.99
Japanese	5	0.04	470	0.07
Korean	16	0.13	1,074	0.15
Cambodian	9	0.07	592	0.09
Hmong	0	0.00	13	0.00
Thai	0	0.00	192	0.03
Laotian	0	0.00	22	0.00
Vietnamese	208	1.66	8,596	1.24
Tagalog	39	0.31	271	0.04
Hungarian	8	0.06	56	0.01
Arabic	121	0.97	3,152	0.45
Hebrew	0	0.00	49	0.01

Source: American Community Survey (U.S. Census Bureau), 2014-2019.

Note: Data on languages spoken at home are among individuals aged 5 years or older who have limited proficiency in English. "Total Number" represents the total number of people aged 5 years or older who speak a given language and who also have limited proficiency in English in a city/town or county. "Percent of Total Population" represents the number of people aged 5 years or older who speak a given language and who also have limited proficiency in English, divided by the total population aged 5 years or older (regardless of English proficiency) in a city/town or county. The U.S. Census Bureau defines "limited English proficiency" as those who report speaking English less than "very well".

# I speak ...

---

## A

---

### Amharic

እኔ አማርኛ ነው ምናገረው.

### Arabic

أنا أتحدث اللغة العربية

### Armenian

Ես խոսում եմ հայերեն

---

## B

---

### Bengali

আমী বাংলা কথা বলতে পারী

### Bosnian

Ja govorim bosanski

### Bulgarian

Аз говоря български

### Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

---

## C

---

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

Parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

---

## D

---

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

---

## E

---

### Estonian

Ma räägin eesti keelt

---

## F

---

### Finnish

Puhun suomea

### French

Je parle français

---

## G

---

### German

Ich spreche Deutsch

### Greek

Μιλώ τα ελληνικά

### Gujarati

હુ ગુજરાતી બોલુ છુ

---

# H

---

## Haitian Creole

M pale kreyòl ayisyen

## Hebrew

אני מדבר עברית

## Hindi

मैं हिंदी बोलता हूँ ।

## Hmong

Kuv has lug Moob

## Hungarian

Beszélek magyarul

---

## I

---

### **Icelandic**

Èg tala íslensku

### **Ilocano**

Agsaonak ti Ilokano

### **Indonesian**

syay bisa berbahsa Indonesia

### **Italian**

Parlo italiano

---

## J

---

### **Japanese**

私は日本語を話す

---

## K

---

### Kackchiquel

Quin chagüic'ká chabal' ruin' rí  
tzújon cakchiquel

### Korean

한국어 합니다

### Kurdish

man Kurdii zaanim

### Kurmanci

man Kurmaanji zaanim

---

## L

---

### Laotian

ຂອຍປາກພາສາລາວ

### Latvian

Es runāju latviski

### Lithuanian

Aš kalbu lietuviškai

---

## M

---

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mam

Bán chiyola tuj kíyol mam

### Mon

အဲဟို အင်္ဂလိပ် ချာန်

---

## N

---

### Norwegian

Jeg snakker norsk

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## P

---

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

---

## Q

---

### Qanjobal

Ayin tí chí walq' anjob' al

### Quiche

In kinch'aw k'uin ch'e quiche

---

## R

---

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

---

## S

---

### Serbian

Ja govorim српски

### Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

## **Slovak**

Hovorím po slovensky

## **Slovenian**

Govorim slovensko

## **Somali**

Waxaan ku hadlaa af-Soomaali

## **Spanish**

Yo hablo español

## **Swahili**

Ninaongea Kiswahili

## **Swedish**

Jag talar svenska

---

## **T**

---

## **Tagalog**

Marunong akong mag-Tagalog

## **Tamil**

நான் தமிழ் பேசுவேன்

**Thai**

**พุดภาษาไทย**

**Turkish**

**Türkçe konuşurum**

---

**U**

---

**Ukrainian**

**Я розмовляю українською мовою**

**Urdu**

**میں اردو بولتا ہوں**

---

**V**

---

**Vietnamese**

**Tôi nói tiếng Việt**

---

**W**

---

**Welsh**

**Dwi'n siarad**

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## X

---

**Xhosa**

Ndithetha isiXhosa

---

## Y

---

**Yiddish**

איך רעד יידיש

**Yoruba**

Mo nso Yooba

---

## Z

---

**Zulu**

Ngiyasikhuluma isiZulu

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáují úza' é~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk èts nkajpyxyppy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Yeracruz y San Luis Potosí)	yo hablo náhuatl	Na nilajitowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja 'ke'ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	'unj a'mii xna' ánj nu' a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo'one ja k'op te bats'il k'op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu' une jna' xi k' opoj ta bats' i k' op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné' diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo' n jujimí kíee ' dsa mo' kuõo

**A - pg. 3**

Amharic  
Arabic  
Armenian

**B - pg. 3**

Bengali  
Bosnian  
Bulgarian  
Burmese

**C - pg. 4**

Cambodian  
Cantonese  
Catalan  
Croatian  
Czech

**D - pg. 5**

Danish  
Dari  
Dutch

**E - pg. 5**

Estonian

**F - pg. 5**

Finnish  
French

**G - pg. 6**

German  
Greek  
Gujarati

**H - pg. 7**

Haitian Creole  
Hebrew  
Hindi  
Hmong  
Hungarian

**I - pg. 8**

Icelandic  
Ilocano  
Indonesian  
Italian

**J - pg. 8**

Japanese

**K - pg. 9**

Kackchiquel  
Korean  
Kurdish  
Kurmanji

**L - pg. 9**

Laotian  
Latvian  
Lithuanian

**M - pg. 10**

Mandarin  
Mam  
Mon

**N - pg. 10**

Norwegian

**P - pg. 11**

Persian  
Polish  
Portuguese  
Punjabi

**Q - pg. 11**

Qanjobal  
Quiche

**R - pg. 12**

Romanian  
Russian

**S - pg. 12, 13**

Serbian  
Sign Language  
Slovak  
Slovenian  
Somali  
Spanish  
Swahili  
Swedish

**T - pg. 13, 14**

Tagalog  
Tamil  
Thai  
Turkish

**U - pg. 14**

Ukrainian  
Urdu

**V - pg. 14**

Vietnamese

**W - pg. 14**

Welsh

**X - pg. 15**

Xhosa

**Y - pg. 15**

Yiddish  
Yoruba

**Z - pg. 15**

Zulu

**See page 16,17**  
for selected  
indigenous  
languages  
of Mexico.

# Limited English Proficiency Resources

## [www.lep.gov](http://www.lep.gov)

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“I Speak” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL).

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## Office for Civil Rights and Civil Liberties

[www.dhs.gov/crcl](http://www.dhs.gov/crcl)

Toll Free: 1-866-644-8360

Toll Free TTY: 1-866-644-8361

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