



*Improving Access to Services for People with  
Limited English Proficiency (LEP)*

**Language Assistance Plan (LAP)**  
**For Limited English Proficiency (LEP) Persons**  
**Revised January, 2021**

# Table of Contents

Final Guidance .....	3
Introduction .....	3
Definitions .....	3
Legal Authority .....	4
Who is Covered? .....	4
Who is a Limited English Proficient Individual? .....	5
Four-Factor Analysis .....	5
Factor 1: .....	5
Factor 2: .....	5
Factor 3: .....	6
Factor 4: .....	6
LAP Elements .....	6
▲ Identifying LEP Individuals Who Need Language Assistance .....	6
▲ Language Assistance Measures .....	12
▲ Summarization of SCCHA’s LAP Process .....	13
▲ Training Staff .....	13
Interpretation Process .....	14
Interpreters are available for Informal Hearings .....	14
Translation Process .....	15
▲ Providing Notice to LEP Persons .....	16
▲ Monitoring and Updating the LAP .....	16
Exhibit 1: Translated Documents .....	18
Exhibit 2: ‘I Speak’ Cards .....	21
Exhibit 3: SCCHA Translations of Common Terms .....	24

# Final Guidance

***Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons.*** (72 FR 2732)

*“The Department of Housing and Urban Development (HUD) is publishing the final ‘Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient (LEP) Persons’ (Guidance) as required by Executive Order (EO) 13166. EO 13166 directs federal agencies that extend assistance, subject to the requirements of Title VI, to publish Guidance to clarify recipients’ obligations to LEP persons. This final Guidance follows publication of the proposed Guidance on December 19, 2003.”*  
Effective February 21, 2007 (72 FR 2731).

## Introduction

As published in the Federal Register on January 22, 2007, “Most individuals living in the United States read, write, speak and understand English. There are many individuals, however, for whom English is not their primary language. For instance, based on the 2000 census, over 26 million individuals speak Spanish and almost 7 million individuals speak an Asian or Pacific Island language at home. If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient, or ‘LEP.’ According to the US Census ACS, 25% of all Spanish and 39% Chinese speakers in Santa Clara County reported that they spoke English ‘not well’ or ‘not at all’: over half of all Vietnamese-speakers said they speak English ‘not well’ or ‘at all.’

HUD follows basic principles to ensure that LEP individuals have access to housing programs. “First, HUD must ensure that federally assisted programs aimed at the American public do not leave some behind simply because they face challenges communicating in English. This is of importance because, in many cases, LEP individuals form a substantial portion of those encountered in federally assisted programs. Second, HUD must achieve this goal while finding constructive methods to reduce the costs of LEP requirements on small businesses, small local governments, or small non-profit entities that receive federal financial assistance” (72 FR 2738).

This report outlines how the Santa Clara County Housing Authority (SCCHA) provides language assistance to ensure that all persons have access to the agency’s programs and activities.

## Definitions

**Limited English Proficiency person:** Any person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English. Such person

or persons shall be entitled to language assistance at no cost to themselves with respect to a particular type of service, benefit, or encounter. This is based on the client's assessment.

**Vital document:** Any document that contains information that is critical for obtaining or maintaining the services or benefits that are supported by federal funds, or that are required by law. Such documents may include, but are not limited to applications, consent forms, notices of participant rights and responsibilities, disciplinary notices, letters or notices that require a response from the participant or beneficiary, legal notices, and notices advising LEP persons of the availability of free language services.

**Interpretation:** The act of listening to spoken words in one language (the source) and orally translating it into another language (the target).

**Translation:** The transcription of a written text from one language into an equivalent written text in another language. Note: Some LEP persons cannot read in their own language and oral interpretation services may be needed for written documents.

**Four-Factor Analysis:** Housing authorities are required to take reasonable steps to ensure meaningful access to LEP persons. This standard is intended to be flexible and fact-dependent. It is also intended to balance meaningful access to critical services while not imposing undue financial burdens on small businesses, small local governments, or small nonprofit organizations.

**HUD Recipient:** Federally-assisted agencies receiving HUD funding. In this document, "recipient" refers to SCCHA.

## **Legal Authority**

"This HUD policy is thus published pursuant to Title VI, Title VI regulations, and Executive Order 13166. It is consistent with the final DOJ 'Guidance to Federal Financial Recipients regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons,'" published on June 18, 2002 (67 FR 4145).

## **Who is Covered?**

"Pursuant to Executive Order 13166, the meaningful access requirement of the Title VI regulations and the four-factor analysis set forth in the LEP Guidance are to additionally apply to the programs and activities of federal agencies ... Recipients of HUD assistance include, for example:

- State and local governments;
- Public housing agencies;
- Assisted housing providers" (72 FR 2739).

## **Who is a Limited English Proficient Individual?**

“Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient, or ‘LEP,’ and may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. Examples of populations likely to include LEP persons who are encountered and/or serviced by HUD recipients and should be considered when planning language services, but are not limited to:

Persons who are seeking housing assistance from a public housing agency or assisted housing provider or are current tenants in such housing” (72 FR 2740).

## **Four-Factor Analysis**

HUD provides a four-factor analysis as a framework to identify LEP persons who need language services and to what extent. Data from this analysis enables SCCHA to evaluate which languages require document translation services, in addition to interpretation services, and which languages require only interpretation services, because they fall below the HUD threshold. With this insight, this LAP explains SCCHA’s language assistance measures, staff training and agency monitoring.

### **Factor 1:**

*“For most recipients, the target audience is defined in geographic rather than programmatic terms. In many cases, even if the overall number or proportion of LEP persons in the local area is low, the actual number of LEP persons served by the program may be high.*

Recipients of HUD funds are required by existing regulations to outreach, educate, and affirmatively market the availability of housing and housing-related services to eligible persons in the geographic area that are least likely to apply for and/or receive the benefit of the program without such outreach and education activities and/or affirmative marketing” (72 FR 2748).

### **Factor 2:**

*“Frequency of contact should be considered in light of the specific program or the geographic area being served. Some education programs or complaint processing may only require a single or limited interaction with each LEP individual served. In contrast, housing, counseling, and housing supportive services programs require ongoing communication. In the former case, the type and extent of LEP services may be of shorter duration, even for a greater number of LEP persons, than in the latter case. Therefore, decisions must be made accordingly” (72 FR 2748).*

**Factor 3:**

*“Importance of Service/Information/Program/Activity.* Given the critical role housing plays in maintaining quality of life, housing and complementary housing services rank high on the critical/non-critical continuum. However, this does not mean that all services and activities provided by recipients of HUD must be equally accessible in languages other than English. For example, while clearly important to the quality of life in the community, certain recreational programs provided by a HUD-funded recipient may not require the same level of interpretive services as does the recipient’s underlying housing service. Nevertheless, the need for language services with respect to these programs should be considered in applying the four-factor analysis” (FR 72 2748).

**Factor 4:**

*“Costs vs. Resources and Benefit.* The final factor that must be taken into account is the cost of providing various services balanced against the resources available to the HUD-funded recipient providing the service” (FR 72 2748). Financial considerations include the type of program. “There are some programs for which translation and interpretations are such an integral part of the funded program that services would be provided in some way to any client that requires them. In important programs or activities (e.g., tenant selection and assignment ... fair housing complaint intake, conflict resolution between tenants and landlords, etc.) that require one-on-one contact, oral and written translations would be provided consistent with the four-factor analysis used earlier. Recipients could have competent bi-or multilingual employees, community translators, or interpreters to communicate with LEP persons in languages prevalent in the community. In some instances, a recipient may have to contract or negotiate with other agencies for language services for LEP persons” (FR 72 2748).

**LAP Elements**

(Indicated by ▲)

**▲ Identifying LEP Individuals Who Need Language Assistance**

*Santa Clara County is one of the most ethnically and linguistically diverse counties in the United States. According to the 2014-2018 American Community Survey Five-Year Estimates by the U.S. Census Bureau, 55.1% of residents between 18 and 64 years of age in Santa Clara County speak a language other than English at home. SCCHA serves low-income county residents with limited English proficiencies that require a translator to utilize the agency’s services.*

The Department of Housing and Urban Development (HUD) mandates the written translation of all required forms for certain linguistic groups of clients, based on their

demographic representation in the area being served. The criteria determining the need for translated vital documents is as follows:

<b>Table 1. Criteria determining the need for translated vital documents</b>	
<b>Size of language group</b>	<b>Recommended provision of written language assistance</b>
1,000 or more in the eligible population in the market area <b>or</b> among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries <b>and</b> more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries <b>and</b> 50 or less in number	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries <b>and</b> less than 1,000 in number	No written translation is required.

Source: Federal Register, January 22, 2007 (2753)

### **SCCHA ANALYSIS:**

There are 1,922,200 persons in Santa Clara County, according to the most current data from the US Census American Community Survey (ACS). Many of these people come from non-English speaking countries, or are descendants of people from such countries. As Table 2 below indicates, at 132,669 persons, persons of Vietnamese descent comprise almost 7% of Santa Clara County's population. Persons of Chinese descent are 10% of the County's population, or 193,928 out of a total of 1,922,200 persons. While Hispanic\Latino is an ethnicity and not a nationality, for purposes of comparison, we included this category of persons in the table below:

**Table 2. Persons by select nationalities with non-English languages, including persons of Hispanic/Latino descent: Santa Clara County**

<b>Nationalities\Ethnicity</b>	<b>Number</b>	<b>Percentage of County population when more than one percent</b>
Chinese	193,928	10.1%
Vietnamese	132,669	6.9%
Hispanic/Latino	495,455	25.8%
Filipino	91,408	4.8%
Indian	175,335	9.1%
Korean	28,994	1.5%

Source: US Census ACS 5-Year 2014-2018 Annual Average, Tables B02015 (Asian alone By Selected Groups) and DP05 (Demographic and Housing Estimates)

While the table above identified the total number of persons by select nationality\ethnicity, the table below identifies how many persons in these categories speak English well or not well. Thus, of the 132,669 persons of Vietnamese descent in Santa Clara County, 116,654

are at least 5 years and, of these 72,173 do not speak English well. As a percent of the total, 54% of persons of Vietnamese descent in Santa Clara County do not speak English well or at all.

**Table 3. Persons who speak English well and not well: persons by select nationalities with non-English languages, including persons of Hispanic/Latino descent: Santa Clara County**

	Total	Sub-Total: Nos. of persons 5 year and older	<i>Speaks English well</i>	<i>Does not speak English well</i>	Does not speak English well as percent of total
Chinese	193,928	158,894	83,191	75,703	39%
Vietnamese	132,669	116,654	44,481	72,173	54%
Hispanic/Latino	495,455	320,535	196,209	124,326	25%
Filipino	91,408	55,391	34,652	20,739	23%
Indian	175,335	120,939	95,621	25,318	14%
Korean	28,994	22,795	12,226	10,569	36%

Source: US Census ACS 5-Year 2014-2018 Tables B02015 (Asian alone By Selected Groups), DP05 (Demographic and Housing Estimates), and C16001 (Language Spoken At Home).

The following table includes data on the poverty status of persons who speak their native language at home. In Santa Clara County, there are 320,535 persons five years and older who speak Spanish in their homes, and, of these, 39,807 are in households with incomes below the poverty line. At 12.4 %, the poverty rate of persons who speak Spanish at home is four percentage points higher than the overall countywide poverty rate of 8.0%, underscoring the point that limited English-speaking abilities affects this community especially hard. In contrasts, the 8.4% poverty rate for persons who speak Asian\Pacific Islander languages at home is similar to the overall countywide rate of 8.0%, suggesting that, unlike the situation for Hispanics\Latinos in poverty, any number of factors including limited English-speaking ability equally contribute to Asian\Pacific Islander poverty.

**Table 4. Poverty Status of Persons who speak English well and not well: Santa Clara County**

	Total Number of Persons 5 and Over	Total Number of Persons 5 and Over: In Poverty: Speaks At Home	Overall Poverty Rate By Language Spoken At Home	Distribution of Total Number of Persons 5 and Over	Distribution of Persons in Poverty Who Speak Language Other Than English at Home
Santa Clara County	1,803,512	144,212	8.0%		
Spanish	320,535	39,807	12.4%	17.8%	27.6%



Asian and Pacific Island languages	441,188	36,897	8.4%	24.5%	25.6%
Other Indo-European languages	162,365	8,513	5.2%	9.0%	5.9%
Other languages	24,086	1,788	7.4%	1.3%	1.2%

Source: US Census ACS 5-Year 2014-2018 Tables B02015 (Asian alone By Selected Groups), DP05 (Demographic and Housing Estimates), and C16001 (Language Spoken At Home).

The table above shows another way that Spanish-speaking persons are especially affected by limited English-speaking abilities: while persons five years and above who primarily speak Spanish at home are 17.8% of all persons five and over in the County, Spanish-speaking persons in poverty are 27.6% of all persons (five and over) in poverty. In other words, Spanish-speaking persons are a significantly larger share of the total number of persons in poverty relative to their overall numbers across all income categories. Poverty level, as defined by the census, is primarily below SCCHA's income eligibility definition of "extremely low" (30% of median household income).

If SCCHA considers the service area of Santa Clara County and the potential clients with qualifying low incomes, it is clear from the tables above that translation services are needed for all Spanish and Vietnamese language client vital documents. In SCCHA's Elite database, program participants are tracked by their language proficiencies. In a SCCHA report generated from the database on August 4, 2020, 3,599 participants reported Vietnamese as their primary language instead of English, and 532 reported Spanish as their primary language. Therefore, vital Vietnamese language client documents must also be translated. Although current numbers of participants who speak Spanish as their primary language do not trigger written translations of vital documents, SCCHA management has requested that all vital client documents be translated into Spanish since 2005 when a four-factor analysis completed at the time indicated that the number of Spanish-speaking program participants was high enough to require vital document translation. And, the Agency wants to continue to provide this service to Spanish-speaking participants.

Other language preferences captured in the database include Mandarin (231), Russian (193), Farsi (65), and Korean (81). Mandarin, Russian, Farsi and Korean speakers each make up less than 5% of HACSC's total number of participants and are each less than 1,000 in number. Therefore, these languages would not require vital document translations at this time. LEP individuals would receive telephone or in-person interpretation services for these languages for all vital written Agency documents, as well as for conversational communications between Agency staff and participants.

<b>Table 5. Language preferences &gt; (Elite 8-4-20) but less than 5% of eligible population</b>	
<i>No written translation is required phone/in-person interpretation available</i>	<b>Participant Count</b>
Cambodian	77
Cantonese	72
Farsi	65
Korean	81
Mandarin	231
Russian	193
<b>Languages requiring translated vital documents</b>	
Spanish	532
Vietnamese	3,599
<b>Total SCCHA participants tracked</b>	<b>17,452</b>

Source: SCCHA, Excel Reports (8-4-2020)

Based on this data, SCCHA is required to have vital document translations for Spanish (1,000 or more of the eligible population) and Vietnamese. Even though six of the language preferences in the database have a count above 50, they do not meet the 5% threshold. Therefore, SCCHA is only required to continue to provide vital document translations for Spanish and Vietnamese.

By comparison, language preference demographics for CalWORKs is outlined below. The primary languages spoken reflect the Census ACS 2014-2018 five-year annual average with English, Spanish and Vietnamese representing the largest language groups. CalWORKs demographics also mirror the translation requests at SCCHA. One notable difference is that CalWORKs lists the Spanish language group as much greater than the Vietnamese language group (Table 6). SCCHA has significantly more requests for Vietnamese translations and interpretations than for Spanish. Regardless of this order, both languages require translated vital documents for SCCHA participants and applicants.

<b>Table 6. CalWORKS demographics countywide by language: 2019 Annual Average</b>	<b>Participant Count</b>
English	8,412
Spanish	2,736
Vietnamese	279
Farsi	45

Arabic	43
Other languages	136
<b>Total participants tracked</b>	<b>11,650</b>

Source: Santa Clara County DSS, "Quarterly Statistical Data of Public Assistance Families in Santa Clara County" ([www.sccgov.org](http://www.sccgov.org))

### **SCCHA ANALYSIS:**

#### *The Frequency with Which LEP Individuals Come in Contact With the Program*

One way to determine frequency of contact is to look at the number of interpretation/translation services that have been provided. During the six months from July 1 to December 31, 2019, SCCHA's contracted language services company provided phone interpretation services on 314 separate occasions (Table 7). The majority of these interpretation requests (172) were in Vietnamese, with 69 in Spanish. On average, there are 29 requests per month for over-the-phone interpretation services involving the Vietnamese language, with each call lasting approximately 16 minutes. Tenant training and outreach programs are conducted in Spanish and Vietnamese, which are determined by language preferences indicated on RSVPs from tenants.

**Table 7. Distribution of Over-the-Phone Interpretation Calls By Language**

	Total Number of Calls and Total Call Volume Over First Six Months (July 1- Dec. 31) of FY 2019-2020		Average Monthly Number of Calls and Average Monthly Call Volume Over First Six Months (July 1 - Dec. 30) of FY 2019-2020		Distribution of Average Monthly Number of Calls and Average Monthly Call Volume Over First Six Months (July 1 - Dec. 30) of FY 2019-2020	
	Total Calls	Total Minutes	Avg. Mos. Calls	Avg. Mos. Minutes	Avg. Mos. Calls: Distrib.	Avg. Mos. Minutes: Distrib.
Summary	<b>314</b>	<b>4,728</b>	<b>52</b>	<b>788</b>	<b>100%</b>	<b>100%</b>
Vietnamese	172	2,746	29	458	55%	58%
Spanish	69	832	12	139	22%	18%
Mandarin	20	381	3	64	6%	8%
Cantonese	9	155	2	26	3%	3%
Russian	11	140	2	23	4%	3%
Farsi	8	123	1	21	3%	3%
Arabic	5	87	1	15	2%	2%
Korean	7	81	1	14	2%	2%
Bosnian	5	53	1	9	2%	1%
Cambodian	3	52	1	9	1%	1%
Other	5	78	1	13	2%	2%

Source: SCCHA

While Vietnamese is the most-requested language when it comes to over-the-phone

interpretative services, Chinese is the language into which most SCCHA documents are translated (Table 8). Over the course of Fiscal Year 2018-2019, SCCHA received 91 document translation requests, of which 23 were for translating documents in Chinese, 10 into Spanish, and 8 into Vietnamese

**Table 8. Document Translation Language Trends: FY 2018-2019**

	Number of Document Translation Tasks	Distribution of Translation Tasks (only for those with known languages)	Aggregate Word Count	Distribution of Word Count (only for those with known languages)
<b>Summary</b>	<b>91</b>	<b>100%</b>	<b>107,709</b>	<b>100%</b>
Chinese	23	37%	16,615	26%
Spanish	10	16%	12,920	20%
Vietnamese	8	13%	13,065	20%
Russian	7	11%	11,031	17%
Chinese-to-English	4	6%	4,411	7%
Spanish-to-English	3	5%	3,000	5%
Russian-to-English	3	5%	1,323	2%
Bosnian-to-English	2	3%	750	1%
French-to-English	1	2%	441	1%
Korean	1	2%	375	1%
Language not identified	29		43,778	

Source: SCCHA

### *Nature and Importance of Program or Service*

Rental housing costs in Santa Clara County are among the highest in the nation. The average four-year rent increase per unit in Santa Clara County is 44.6% according to RealAnswers, an online housing data collection resource. In order to apply for or participate in subsidized housing programs offered by SCCHA, LEP persons must fill out multiple forms, understand and abide by numerous procedures and find scarce affordable housing.

### **▲ Language Assistance Measures**

*At this time, SCCHA is able to provide document translation services for all languages that meet HUD quantitative guidelines. Interpretation will be available, as needed for LEP persons, through designated staff and a contracted language services provider.*

**Type of Program:** “There are some programs for which translation and interpretation are an integral part of the funded program such that services should be provided in some way to any client that requires them. In important programs or activities (i.e., tenant selection and

assignment, homeownership counseling, fair housing complaint intake, conflict resolution between tenant and landlords, etc.) that require one-on-one contact with clients, written translation and verbal interpretation services should be provided consistent with the four-factor analysis used earlier. Recipients could have competent bi-or multilingual employees or community translators, or interpreters to communicate with LEP persons in languages prevalent in the community. In some instances, a recipient may have to contract or negotiate with other agencies for language services for LEP persons” (FR 72 2748).

### **▲ *Summarization of SCCHA’s LAP Process***

#### **Written Translations**

1. SCCHA will provide translations of its vital documents into Spanish and Vietnamese.
2. SCCHA will obtain translations of documents submitted by a client for any language other than English.

#### **Oral Interpretation Services**

1. All non-English speaking participants and applicants are entitled to and will be offered oral interpretation either by the in-house translator of the day or by phone through the contracted agency.

### **▲ *Training Staff***

SCCHA staff training will include the following:

1. SCCHA’s LEP policies.
2. Proper noticing requirements for LEP persons, including posting of signs in common areas, translations of outreach documents and stating that interpretations are available by phone.
3. The types of language services available:
  - a. In-house interpreters/translators
  - b. Written translations of documents
  - c. Interpretation by telephone
  - d. Vendor-provided on-site interpretation for spoken and American Sign Language (ASL)
4. How to obtain in-house interpretation/translation services.
5. How to access language interpretation services by phone and translation of documents by email from contracted interpretation/translation service providers.
6. How to respond to LEP callers.
7. How to use the HUD Language-Identification “I Speak” cards.
8. How to respond to written communication from LEP persons.
9. How to work with LEP clients in person and with phone interpreters.
10. How to document the use of translations/interpretations.

SCCHA will distribute the LAP and provide training to staff annually on how to assist a person with limited English proficiency. Additionally, the LEP plan will be part of the new staff orientation binder.

## **Interpretation Process**

SCCHA's protocol for accessing language services is as follows:

1. The Agency will utilize certified bilingual staff to assist persons with limited English proficiency.
2. When walk-in clients cannot communicate their language preference, staff will use the "I Speak" language identification flashcards (Exhibit 2) developed by the U.S. Census Bureau. With the language identified, staff will either utilize an in-house interpreter or call its contracted interpretation agency to request an interpreter in the designated language.
3. When extensive interpretation is required for appointments, SCCHA advises applicants and participants to request the free language interpretation service at least three days in advance of the meeting. This would allow time to schedule in-house interpreters to meet with the client during their scheduled appointment.
4. When bilingual employees are not available to assist with language needs, staff may access the contracted language interpretation agency to provide phone interpretation for clients.
5. If the oral interpretation is for an informal hearing, the caller must inform the contracted agency that the interpretation will be for an informal hearing.
6. The participant or applicant may choose to refuse SCCHA -provided interpretation and provide their own interpreter, with the exception of an informal hearing. An agency- provided interpreter must be provided for informal hearings.
7. Staff must never require, suggest, or encourage a person with limited English proficiency to use family members or friends as interpreters. At no time will persons under the age of 18 (if their age is known) be utilized to provide interpretive services.
8. Staff must note in Elite notes any time they offered and provided a participant or applicant interpretation services.
9. If a person has refused interpretation services, SCCHA employees need to note in Elite that the participant/applicant was offered interpretation services and note that they refused the service or provided their own interpreter, if this occurs.

## **Interpreters are available for Informal Hearings**

1. For Limited English Proficiency (LEP) persons, interpretation will be available during

informal hearings at SCCHA. The Housing Specialist assigned to the participant or applicant is responsible for determining that interpretation is required based on the language preference indicated in Elite, or the written or verbal request from the client.

2. SCCHA must provide a certified interpreter even though the participant or applicant wishes to bring someone, over 18 years old, to interpret for them.
3. The Housing Specialist will schedule the interpreter to attend the hearing.
4. The determination letter written by the Hearing Officer will be translated into the appropriate language and provided to the participant or applicant.

## Translation Process

The Housing Authority will translate vital written documents into the language of each qualifying LEP group eligible to be served and/or likely to be affected by the program. Vital documents are written materials that contain awareness of rights or services to the programs that are translated to assist a person with LEP.

1. If an employee believes that a SCCHA letter or form needs to be translated, they must request a translation from their immediate supervisor. The supervisor will forward the document to Policy Unit, who will determine if the document is vital, thus requiring translation into Spanish and Vietnamese. The designated Policy employee would order the translation from its the contracted translator. The translated documents shall be ordered to be translated using the same format as the English version.
2. Once the translated document has been reviewed and approved internally by the designated staff for Spanish and Vietnamese translations, the designated Policy employee will upload the final translated make the translated form available for use by staff. to [F:\Current SCCHA Forms](#), then stored in either “In- House Spanish” or “In-House Vietnamese” or uploaded as a multi-lingual letter into Elite. An all-staff email will then be sent out notifying staff of the uploaded translated documents.
3. If a household has identified that their language preference is Spanish or Vietnamese and a Spanish/Vietnamese version of a letter or form is available, the family must be sent both the English and alternative language version of the letter/form and *both versions must be included in the file for scanning to demonstrate that the family received both versions*. For documents requiring signature, it is preferable to have both English and alternative language form signed; however, it will not be an audit finding if only the English form is signed.
4. If a client writes a letter or sends a document to the Housing Authority in a language other than English, the employee who receives the letter will attempt to

use in-house translators to provide an English translation of the letter, if possible. If SCCHA does not have a translator in the written language, the employee will submit the document to the agency's contracted translator for translation.

#### **▲ *Providing Notice to LEP Persons***

SCCHA will take the following steps to educate the LEP group of the free language services

1. Use of the "I Speak" language identification flashcards, when necessary.
2. Notify applicants and participants of the availability of free language services on the website.
3. Include notice of free language services in public notices published in area newspapers in Spanish and Vietnamese.
4. Posting signs outlining translation/interpretation services in lobby area.
5. If a client feels that they have been denied proper language interpretation/translations, they may request these services from their Housing Specialist. If they are not satisfied with the solution offered by the Housing Specialist, they may contact the assigned Supervisor. If the Supervisor does not provide satisfactory results, they may contact the assigned Manager. The assigned Assistant Director may be contacted if all of the previously mentioned staff members have not resolved this issue with the LEP person.

#### **▲ *Monitoring and Updating the LAP***

SCCHA will conduct a needs assessment every three years to determine whether changes to the LAP are required. The following methodology will be utilized to measure the needs of people with limited English proficiency.

1. Review and evaluate the translation invoices from the contracted language service contractor to determine if interpretation and translation requests are made for languages other than the Vietnamese and Spanish, numbering more than 5% of the eligible population (800) and more than 50 in number. If this occurs, the languages meeting these criteria would require translated vital documents.
2. Staff interpreters will keep track of categorized language interpretations requested.
3. Incorporate "language spoken" on the interest list form, personal declaration and continued eligibility forms to identify the language preferences of LEP groups.
4. Obtain and review an annual report of requested translated and interpreted languages from the designated language services contractor.
5. Have SCCHA's internal translators review all vital forms in their assigned language for accuracy and to ensure that the latest version is currently in use. These documents will be updated with review approval dates in the document footers.
6. Maintain digital folders, organized by language, for all vital documents in a shared drive.



7. Check with Managers and Supervisors biannually to receive recommendations for additional forms that require translation. (See Exhibit 1 for a list of current and planned translated documents.)

# **Exhibit 1: Translated Documents**

## **Vital Documents**

The following list of documents are currently available to LEP participants in Spanish and Vietnamese as of Quarter 3 (July to September) of 2021.

1. Reexamination Instruction Flyer for Families and Elderly/Disabled
2. Reexamination Process Flyer
3. Required Documents Flyer
4. Reexamination for Continued Assistance Personal Declaration
5. Initial Eligibility Personal Declaration
6. Adult and Minor Income & Asset Form
7. MTW Release of Information/Privacy Act Notice Form
8. Declaration of Citizenship/Legal Immigration Status Forms for Adults and Minors
9. Statement of Non-Contention of Legal Immigration Status
10. Consent Form for Release of Sex Offender Registry and Criminal Background
11. Continued Eligibility Criminal and Sex Offender Status
12. Application of Addition of Adult/Minor Household Member
13. Application of Addition of Live In Aide
14. Income Change Request Form
15. Request to Add or Delete Household Member(s)
16. Authorization for Release of Information from Third Parties Form
17. Non-Discrimination/Reasonable Accommodation Information Form
18. Reasonable Accommodation Request Form
19. Release of Information Authorization Form
20. Family Obligations Form
21. HUD-52675, Debts Owed
22. HUD- 9886, Privacy Act Notice
23. HUD-92006, Supplement to Application for Federally Assisted Housing
24. HUD-5380, Notice of Occupancy Rights
25. HUD-5382, VAWA Certification Form
26. Receipt of Voucher and Notice of Investigation
27. Waiting List Update
28. Zero Income Statement of Fact
29. Zero Income Checklist
30. 40% Rule Flyer
31. 40% Rule Flyer- Mixed Family
32. Voucher Expiration Reminder Flyer
33. Briefing Presentation Power Point
34. Housing Choice Voucher Family Handbook

35. Interest List Enrollment and Update Form
36. Interest List Enrollment Denial Letter
37. Confirmation of Interest List Enrollment and Update
38. Project Based Voucher Family Handbook
39. Notice to Request Minimum Rent Hardship Exemption

## Elite Letters

The following list of Elite letters are currently available to LEP participants in Spanish and Vietnamese as of Quarter 3 (July to September) of 2021.

1. EHV Pending Info- Missing Tenant Docs
2. End of Participation (EOP)- Absent from Unit for 180 Days
3. EOP- Cancellation of HAP Contract Termination
4. EOP- Deceased Participant
5. EOP- Did Not Attend Hearing
6. EOP- Leaving Program Voluntarily
7. EOP- Letter to Owner Eviction
8. EOP- Missed Inspection Appointments
9. EOP- Missed Reexamination Appointments
10. EOP- Non-Compliance with VASH Program
11. EOP- Term Limited Assistance
12. EOP- Vacation without Notice
13. EOP- Voucher Expired
14. Informal Hearing Appeal Period Lapsed
15. Informal Hearing Appointment
16. Informal Hearing Appointment- Final
17. Informal Hearing- Suspend Contract Termination
18. Informal Review- Acknowledgement
19. Minimum Rent Hardship Exemption- Approval
20. Minimum Rent Hardship Exemption- Denial
21. Notice of Unlawful Detainer
22. Reasonable Accommodation Denial or Closure
23. Rent Calculation Explanation- Mixed Family
24. Rent Portion Letter
25. Rent Portion Letter- Retro Rent Adjustment
26. Rent Portion Letter- Shared Housing
27. Reexamination by Mail
28. Reexamination by Mail- Final

- 29. Reexamination Office Appointment
- 30. Reexamination Office Appointment - Final
- 31. Term Limited Assistance Expiration Notice
- 32. UNIT- Rent or Lease Change Denial

### List of Non-Vital Documents

In accordance with factor 3 of the four-factor analysis, non-vital documents shall be translated when they affect “the recipient’s underlying housing service.” The following documents, translated into Vietnamese and Spanish, fall into this category.

- 1. Extended Voucher Housing Search Action Plan
- 2. Housing Search Guide Brochure
- 3. Housing Voucher Search Form
- 4. Family Self-Sufficiency Flyer
- 5. Fraud Allegation Form

### List of Documents Scheduled for Translation and Outreach Efforts

- 1. All Elite letters/forms that are not currently translated will be translated within one year of the Language Access Plan publication date. Following that, when the Elite letters are updated in English, they will also be translated into Spanish and Vietnamese.
- 2. Advertising will be available in the Spanish and Vietnamese newspapers and/or radio stations regarding the following occurrences:
  - a. Marketing the Section 8 interest lists
  - b. Public hearings for the Moving to Work annual plans and reports
  - c. Tenant outreach events such as a Tenant Resource Fair
- 3. The website will include translated documents and web pages for important information.
- 4. SCCHA’s main phone line provides messages in English, Spanish and Vietnamese. If other languages become LAP-designated languages, this phone message will be updated accordingly.

## Exhibit 2: 'I Speak' Cards

<div>2004 Census Test</div>	<div>United States Census 2010</div> <div>LANGUAGE IDENTIFICATION FLASHCARD</div>
<input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Խոսողով՝ հնչում՝ կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្មួចញ៉ាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. CENSUS BUREAU

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

DB-3309

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

DB-3309

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## Exhibit 3: SCCHA Translations of Common Terms

Term	HUD/SCCHA use of term	Preferred term (Vietnamese)	Preferred term (Spanish)
1937 Act	The Housing Act of 1937 C. 42 U.S.C. 1437 et seq.	Đạo luật Gia cư Hoa Kỳ năm 1937	Ley de Vivienda de Estados Unidos de 1937
Absorb	For HAP/TRO, the Housing Authority will absorb, or pay, any increases in the family's TRO for which the family was not provided at least 30-days notice. In portability, a receiving HA absorbs a family when they stop billing the initial HA for assistance on behalf of that portability family.	tiếp nhận	absorbid
Accessible	the facility or portion of the facility can be approached, entered, and used by individuals with physical handicaps (see Persons with Disabilities).	Xe lăn có thể vào được	accesible
Adjusted Income	gross income minus allowable HUD (see Housing and Urban Development) deductions for purposes of calculating the applicant or participant's rent.	Thu nhập đã điều chỉnh	Ingreso ajustado
Administrative Assistant	SCCHA staff member who provides administrative support to the Housing Department	Tổng Lý Hành Chính	Asistente administrativo
Administrative Plan	a description of HA policies for administration of the tenant-based and project-based programs. The Administrative Plan and any revisions must be approved by the HA Board and included as a supporting document to the HA Annual MTW Plan.	Kế hoạch Hành Chính	Plan de administración de Cupones para Elección de Viviendas
Admission	the point when the applicant family becomes a participant family in the program. The date used for this purpose is the effective date of the first housing assistance Payment (HAP) contract (see Housing Assistance Payment) for a participant family (first day of initial lease term) in the program.	Sự Nhập Vào	Admisión
Annual Income	the anticipated total income of an eligible family from all sources for the 12-month period following the date of determination of income, computed in accordance with the regulations.	Thu nhập Hàng năm	ingreso anual
Applicant (or applicant family)	a family that has applied for admission to a program but is not yet a participant in the program.	Người Làm đơn Xin Thuê nhà	Solicitantes
	Department of Housing and Urban Development (HUD) programs use "area median incomes" calculated on the basis of local family incomes, with adjustments for household size to determine eligibility for affordable housing programs.		
Area Median Income (AMI)	* Extremely low-income households: those with incomes below 30% AMI * Very low-income households: those with incomes below 50% AMI * Low-income households: those with incomes below 80% AMI	Thu nhập trung bình của hộ gia đình tại địa phương (AMI)	Ingreso de valor medio del área (AMI)
assistance terminated		tự cấp bị cắt	asistencia terminada
Assistant Director (or Assistant Director of Housing) attachment	SCCHA staff member who directly supervises three Housing Programs Managers, the Housing Programs Supervisor in charge of inspections, and the Administrative Assistant for the Department	Phó Giám Đốc (hay Phó Giám Đốc Quản Lý Nhà Ở)	Subdirector de Vivienda
Briefing	when an applicant family is accepted by the HA (see Housing Authority) into the HCV Program (see Housing Choice Voucher), the family must attend a meeting explaining how the Program works, family responsibilities, and where the family may lease a unit.	Buổi chỉ dẫn	sesión de información
business days	not including Saturdays, Sundays, and holidays; SCCHA is also closed every other Friday, and these days may also be excluded from our count of business days	ngày làm việc	días hábiles
calendar days		ngày	días naturales
certification	a process completed by the Housing Authority to notify HUD of changes in the household's income, composition, housing situation, or program participation (see also Interim and Reexamination; both are types of certifications)	chứng nhận	certificación



	reasonable child care expenses for the care of a child age 12 or under may be deducted from "annual (gross) income" if the expenses enable an adult family member to seek employment actively, be gainfully employed, or further his/her education, and if the expenses are not reimbursed.	Chi phí chăm sóc trẻ em	gastos de cuidado infantil
Child care expenses	A homeless individual or family that has been continually homeless for one year or more or that has had at least four episodes of homelessness during the past three years.	Người vô gia cư lâu năm	personas con falta de hogar crónico
Chronically Homeless	a citizen or national of the United States.	Công dân	Ciudadano Americano
	an annual publication which contains the cumulative executive agency regulations. The CFR is the compilation of Federal rules which are first published in the Federal Register (see Federal Register) and define and implement a statute.		Código de Regulaciones Federales o CFR, por sus siglas en inglés)
Code of Federal Regulations (CFR)	an individual in the household who is equally responsible for the lease and compliance with the family obligations, with the head-of-household (see Head-of-Household). A family may have a co-head or spouse, but not both. A co-head never qualifies as a dependent. The co-head must have legal capacity to enter into a lease.	Bộ luật quy định liên bang	
Co-head	systems like the Enterprise Income Verification (EIV) system that use Social Security Numbers or other common data points to cross-check information related to SCCHA customers with other government agencies	Đồng chủ hộ	co-cabeza de hogar
computer matching programs	in a row (SCCHA typically requires four consecutive paycheck stubs to establish average income)	Các chương trình đối chiếu thông tin Bảo mật	programas de verificación computarizados
Confidentiality		liên tục	Confidencialidad
consecutive	the Housing Authority to be signed by adult applicant family members and adult participant family members. This authorization allows the HA to obtain wage and income information, including accessing information through the EIV/UIV database (see Enterprise Income Verification/Upfront Income Verification	bản thỏa thuận	consecutivos
Consent form	assistance under another 1937 Housing Act housing assistance program when the family is admitted to the HCV program (see Housing Choice Voucher)	Được trợ cấp liên tục	formulario de consentimiento
Continuously assisted	(See Housing Assistance Payments Contract).	Hợp Đồng	bajo asistencia continua
Contract	(See Rent, Contract Rent (CR), rent to owner)		Contrato
Contract rent (CR)		Tiền thuê nhà theo hợp đồng (CR)	renta bajo contrato
Contract unit		Đơn vị gia cư thuê theo hợp đồng	Unidad bajo contrato
Criminal activity	a member of the family (except foster children and foster adults) other than the family head-of-household (see head-of-household) or spouse, who is under 18 years of age (except for emancipated minor), or is a person with a disability, or is a full-time student.	Các hoạt động tội phạm/phạm pháp	actividad criminal
Dependent	admission of an applicant that is not on the HA waiting list or without considering the applicant's waiting list position. This process may occur if HUD awards funding that is specifically targeted for families living in specified units. use same term as in phrase Persons with Disabilities.	Người phụ thuộc	dependiente
Direct referral		Giới thiệu trực tiếp	referencia directa
Disability	reasonable expenses that are anticipated, during the period for which annual income is computed, for attendant care and auxiliary apparatus for a disabled family member, and that are necessary to enable a family member (including the disabled member) to be employed, provided that the expenses are neither paid to a member of the family nor reimbursed by an outside source.	Tình trạng khuyết tật	incapacidad
Disability assistance expenses		Các chi phí trợ cấp cho tình trạng khuyết tật	gastos de asistencia para incapacidad

Disabled family	a family whose head-of-household, spouse, or sole member is a person with disabilities, or two or more persons with disabilities living together, or one or more persons with disabilities living with one or more live-in aides, is qualified as disabled family.	Gia đình của người khuyết tật	familia con incapacidades
Disabled person	see Persons with Disabilities.	Người khuyết tật	persona incapacitada
Drug-related criminal activity	the illegal manufacture, sale, distribution, or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute or use the drug.	hoạt động phạm pháp liên quan đến ma túy	actividad criminal relacionada con drogas
Effective date	the date upon which a contract, decision, or payment amount will begin.	Ngày có hiệu lực	fecha de vigencia
Elderly family	a family whose head-of-household, spouse, or sole member is a person who is at least 62 years of age, or two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides.	Hộ gia đình có người cao tuổi đủ điều kiện	familia de la tercera edad elegibilidad
eligibility	a family that is income qualified and meets the other requirements of the Act and Part 5 of 24 CFR, for participation in housing assistance programs.	Gia đình đủ điều kiện	familia elegible
Eligible Family (Family)	the official documents which must be submitted to evidence eligible immigration status.	điện nhập cư đủ điều kiện	estado de inmigración elegible
Eligible immigration status	computerized access to wage and other income information; is the highest form of income verification, when available.	Xác Minh Thu Nhập Doanh Nghiệp bằng chứng về quốc tịch	Verificación de ingresos Derivados de actividades Empresariales (EIV por sus siglas en inglés)
Enterprise Income Verification, (EIV)			evidencia de ciudadanía
Upfront Income Verification (UIV)			
Evidence of citizenship	the official documents which must be submitted to evidence citizenship.	Các nhà ở đặc biệt	unidades con excepción
Excepted Units	any units in a multifamily building providing project-based vouchers that are specifically made available for elderly or disabled families, or families receiving supportive services.	Tiêu chuẩn thanh toán ngoại lệ	excepción del estándar de pago
Exception Payment Standard	payment standards outside the "basic range" of 90 to 110 percent of the Fair Market Rent (FMR) typically used as a reasonable accommodation to enable a person with a disability to rent housing that is affordable and adequate to meet their disability-related needs.	Ngày hết hạn	fecha de vencimiento
Expiration date	the last date on which a voucher, contract, document, etc. is considered active or valid	hết hạn	se vence
Expires		Gia hạn	extensión
extension			
Fair Housing	consideration and compliance under Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988.	Nhà ở bình đẳng	Vivienda justa
Fair market rent (FMR)	the rent, including the cost of the utilities (except telephone and cable), as established by HUD (see Housing and Urban Development) for units of varying sizes (by number of bedrooms), that must be paid in the housing market area to rent privately owned, existing, decent, safe and sanitary rental housing of modest (non-luxury) nature with suitable amenities. See periodic publications in the Federal Register in accordance with 24 CFR part 888. (See Federal Register).	số tiền Thuê nhà Hợp lý trên Thị trường	alquiler de mercado justo (FMR, por sus siglas en inglés)
Family	a family may be a single person or a group of persons. The family includes but is not limited to a family with or without children, an elderly family or a near-elderly family, a displaced family, a single person who is not an elderly or displaced person, or a person with disabilities, or the remaining member of a participant family.	gia đình	familia
family obligations	rules of the program as established in the Code of Federal Regulations that all household members must follow. SCCCHA applicants and participants sign to acknowledge their awareness of their family obligations at each reexamination.	các bên phần của gia đình	obligaciones de la familia

Family Self Sufficiency Program (FSS)	the program established by a Public Housing Authority (PHA) to promote self-sufficiency of assisted families, including the provision of supportive services; the amount calculated by subtracting the housing assistance payment from the gross rent; the portion of rent and utilities paid by the family. For calculation of family share, see 24 CFR 982.515(a).	Chương trình hỗ trợ khả năng tự lực của hộ gia đình (FSS)	programa de autosuficiencia de familia (FSS, por sus siglas en inglés)
Family share	the appropriate number of subsidized bedrooms for a family, as determined by the HA under the HA subsidy standards.	Phần gia đình thanh toán	porción de la familia
Family unit size	or more members with the following roles: Head (in a one-person household, the sole member is Head of Household), Co-Head, Spouse, Other Adult. Full- is the official journal of the United States Government that contains most routine publications and public notices of government agencies. It is a daily (except holidays) publication.	Kích cỡ nhà ở gia đình	tamaño de la unidad familiar
family/household composition		cơ cấu gia đình	la composición familiar
Federal Register (FR)	a minor who has been removed from parental care and placed under the jurisdiction of the Dependency System or an adult, usually a person with disabilities, unable to live alone and placed under the jurisdiction of the Dependency System. The foster family has been approved by the County Department of Family and Children Services. Appointed agencies administer payments to families who care for foster children/foster adults until final disposition of the placement is decided. (Not included as income when calculating participant's share of the rent).	Số Đăng Ký Liên Bang (FR)	Registro Federal (FR)
Foster Child/Foster Adult		Trẻ Được Nhận Nuôi/Người Lớn Được Nhận Nuôi	menor de crianza/adulto de crianza
fraud		gian lận	fraude
Full-time Student	a person who is attending school or vocational training on a full-time basis. Full-time status is determined by the educational institution. (CFR 5.603)	Học Sinh/Sinh Viên toàn thời gian	Estudiante de tiempo completo
grievance, grievance procedure	a complaint, or the process of complaint resolution followed if a participant believes the Housing Authority did not act in accordance with regulations, policies or procedures	kh khiếu nại	queja
Gross annual income	the total income, before taxes and other deductions, received by all members of the tenant's household. There shall be included in this total income all wages, social security payments, retirement benefits, military and veteran's disability payments, unemployment benefits, welfare benefits, interest and dividend payments and such other income items as the Secretary considers appropriate.	Tổng thu nhập trước thuế hàng năm	ingreso anual en bruto
Gross rent	the contract rent plus any utility allowance.	Tổng tiền thuê nhà	alquiler bruto
Guest	a person temporarily staying in the assisted unit, with the consent of the participant family, for no more than 30 cumulative days in any one year.	Khách	Huésped
HAP	Housing Assistance Payments.	Tiền Trợ Cấp Nhà Ở	pago de asistencia para vivienda
Head-of-household	the adult member of the family who is the head of the household for purposes of determining income eligibility and rent. The head-of-household is responsible for ensuring that all adult family members are compliant to each item on the Family Obligations form. This form is signed by all adult family members at intake and each regularly scheduled reexamination.	Chủ gia Hộ	cabeza de hogar
Hierarchy of Verification	Confirmation of applicant or participant information must be verified by the Housing Authority, and is accessed in order from the most reliable to the least reliable sources.	Cấp Độ Xác Nhận	Jerarquía de verificación
Household	any person authorized by the HA to live in the assisted unit, including foster children, adults, and/or live-in aide. These individuals are not members of the family. (See foster children, adults and/or live-in aide).	Hộ	familia
household member		thành viên trong gia đình	familiar

	a written contract established between the HA and an owner of the complex/unit for the purpose of providing HAP to the owner on behalf of an eligible family, which could include: • A payment to the owner for rent to the owner under the family's lease; and • An additional payment to the family if the total assistance payment exceeds the rent to owner.		Contrato de pagos para asistencia de vivienda (contrato HAP, por sus siglas en inglés)
Housing Assistance Payment (HAP) Contract		Hợp Đồng Trả Tiền Trợ Cấp Gia Cư (gọi tắt là hợp đồng HAP)	
Housing assistance: Housing Assistance Payment (HAP)	Authority the portion of the contract rent and utility allowance paid by the Housing	trợ cấp gia cư	asistencia de vivienda
Housing Assistant	SCCHA staff member who assists primarily with inspection scheduling, HQS deficiencies (alphabetically by tenant last name) and rent adjustments (by zip code). 10 employees total	Nhân Viên Hỗ Trợ Nhà Ở	Asistente de programa de viviendas
Housing Authority (HA)	a State, county, municipality or other governmental entity or public body (or agency or instrumentality thereof) authorized to engage in or assist in the development or operation of low-income housing. For purposes of this glossary, the "HA" is the Santa Clara County Housing Authority (SCCHA).	Sở Quản Lý Gia Cư Cơ Quan Quản Lý Nhà Ở Quận Santa Clara	Autoridad de Vivienda (HA, por sus siglas en inglés) Autoridad de Vivienda del Condado de Santa Clara
Santa Clara County Housing Authority (SCCHA)			
Housing Choice Voucher Program (HCV; also known as Section 8)	a government subsidized housing program administered by local public housing agencies through which income-qualified participants can use government subsidies to reside at any project which meets certain qualifications. Qualified households pay 30% of adjusted income or 10% of gross income, whichever is greater. Government subsidies pay the housing unit owner the difference between what the qualified household pays and the established Payment Standard. (See Payment Standard)	Chương Trình Phiếu Chọn Gia Cư (HCV) Phần 8,	Programa de Vales para elección de vivienda
Housing Programs Manager	SCCHA staff member who directly supervises two Housing Programs Supervisors	Người Quản Lý Chương Trình Nhà Ở	Gerente de programas de vivienda
Housing Programs Specialist (or Housing Specialist; or Specialist)	SCCHA staff member who is the primary contact for tenants and owners, conducting intake, issuing vouchers, processing annual and interim reexaminations, processing moves to new units, and terminating participants from the program; 43 employees total (assigned alphabetically by tenant last name)	Chuyên Viên Chương Trình Nhà Ở (hoặc Chuyên Viên Nhà Ở; hoặc Chuyên Viên)	Especialista de programas de vivienda (o Especialista de vivienda o Especialista)
Housing Programs Supervisor	SCCHA staff member who directly supervises one Housing Assistant and seven Housing Programs Specialists	Người Giám Sát Chương Trình Nhà Ở	Supervisor de programas de vivienda
Housing Quality Standards (HQS)	minimum quality standards for housing assisted under the HCV Program; HUD's performance and acceptability criteria for HCV assisted housing are provided in 24 CFR 982.401.	Các tiêu chuẩn về chất lượng nhà ở (gọi tắt là HQS)	normas de calidad de la vivienda (HQS, por sus siglas en inglés)
HUD Veterans Affairs Supportive Housing (VASH) program	a joint program between HUD and the U.S. Department of Veterans Affairs (VA). HUD provides housing choice vouchers and VA provides case management and outreach. This program targets veterans who are currently homeless.	Chương trình Nhà Ở Hỗ Trợ Cựu Chiến Binh (VASH) của HUD	Programa de Viviendas con Apoyo del Departamento de Asuntos de Veteranos del HUD
Imputed Asset Income	cash value of potential income from assets in excess of \$50,000, calculated using the HUD Passbook variable interest rate.	Thu Nhập Ước Tính Từ Tài Sản	Ingresos imputados de bienes
Imputed Welfare Income	this income is not actually received by a family as a result of a specified welfare benefit reduction, but is included in the family's annual income and therefore reflected in the calculation to determine the family's rental contribution.	Thu Nhập Ước Tính Từ Phúc Lợi	Ingresos imputados del Welfare
Income Eligibility	the applicant family's total household income must not exceed income limits established by HUD.		
Initial Housing Authority	a visual review of whether or not a unit meets Housing Quality Standards; generally conducted before a HAP Contract is executed and every two years thereafter	điều kiện hội đủ về thu nhập Sở Quản Lý/Gia Cư ban đầu	Elegibilidad de ingresos autoridad de vivienda inicial
Inspection		thanh tra	inspección

Interim Issuance	a certification processed in between reexaminations (which only occur every 12 - 36 months) to adjust household income or composition, or apply changes in the payment standard	tạm thời quyết định mức	certificación de cambio emisión artículo
Item			
Jurisdiction	the area in which the HA has authority under State and local law to administer the program. (Authorized areas for purposes of this Plan are Santa Clara County and the City of San Jose).	phạm vi khu vực	jurisdicción
KingCAP	California payment program designed to support foster children who have been placed in long-term foster-care with a relative caregiver. The program provides relative caregivers who are either unable or unwilling to adopt the child with another option for caring for the child in a permanent placement in the relative's home. Children in foster care are eligible for monthly foster care maintenance payments, as well as other social support services. These payments are not included when calculating a family's income.	KingCAP	KingCAP (cuidados de crianza con familiares)
knowledgeable professional	a person who has knowledge of the disability-related needs of a person with disabilities because of being involved in that person's disability treatments either the owner of the property or his/her representative, or the managing agent or his/her representative, as shall be designated by the owner.	chuyên gia có kiến thức chủ nhà	profesional con conocimiento propietario
Landlord	a written agreement between an owner and a participant family for the leasing of a dwelling unit.	Hợp đồng cho thuê	contrato de alquiler
Lease	The lease establishes the conditions for occupancy of the dwelling unit by a participant family with establishment of a HAP contract between the owner and the HA.	điều khoản cho thuê	términos del alquiler
lease terms, terms of your lease			
lease violation		vi phạm hợp đồng thuê	violación al contrato de alquiler
Limited English Proficiency (LEP)	a person, who, as a result of national origin, does not speak, read or write English as their primary language. The HA must take reasonable steps to meet their regulatory and statutory obligations to ensure that LEP persons have meaningful access to HUD programs and activities. a person who resides with one or more elderly persons, or near-elderly persons, or persons with disabilities, and who: • Is determined to be essential to the care and well-being of the persons; • This person is not a member of the family, and is not subject to income verification. • Is not obligated for the financial support of the persons, and • Would not be living in the unit except to provide the necessary supportive services.	Trình Độ Thông thạo Tiếng Anh Hạn Chế (LEP)	Competencia limitada de ingles
Live-in aide		Người chăm sóc sống cùng nhà	residente de cuidado personal
Low Income	a family whose income does not exceed 80% of the median income for the area as determined by HUD with adjustments for smaller or larger families, except that HUD may establish income limits higher or lower than 80% for areas with unusually high or low incomes.	Thu Nhập Thấp	bajos ingresos
Manufactured home	a manufactured structure that is built on a permanent chassis, is designed for use as a principal place of residence, and meets the HQS. (Considered a special housing type).	Nhà lắp ráp sẵn	casa prefabricada
Manufactured home space	space leased by an owner to a family for location of a manufactured home owned and occupied by the family	Không gian cho thuê dành cho nhà lắp ráp sẵn	espacio para casa prefabricada
Medical expenses	any medical expenses incurred by elderly or disabled families in excess of 3% of income calculated for regularly scheduled reexamination purposes, which are not reimbursable from any other source.	Chi phí y khoa	Gastos médicos
Member of your household		một người trong hộ gia đình	miembro de su hogar
Minimum Rent	the minimum rent a tenant must pay under a HUD-subsidized housing program, the HA has set the minimum rent amount at \$50.00.	Tiền thuê nhà tối thiểu	renta mínima

	a member of the family household other than the family head-of-household or spouse, who is under 18 years of age. (An emancipated minor is an exception to the under 18 years of age rule).	Trẻ em	menor de edad
Mirror	a family with citizens and eligible immigration status and without citizens and eligible immigration status as defined in 24 CFR 5.504(b) (3).	Gia Đình Hồn Hợp	familia de elegibilidad mixta
Mixed Family	The moderate rehabilitation program provides project-based rental assistance for low income families. The program was repealed in 1991 and no new projects are authorized for development.	Chương Trình Phục Hồi Vừa Phải	rehabilitación moderada
Moderate Rehabilitation Program (or Mod Rehab)	amount of income that may be used in determining applicant or participant's portion of the rent.	Thu nhập đã điều chỉnh hàng tháng	ingreso mensual ajustado de la familia
Monthly adjusted income			
Moving to Work (MTW)	is a demonstration program for public housing authorities (PHAs) that provides them the opportunity to design and test innovative, locally designed strategies that use Federal dollars more efficiently, help residents find employment and become self-sufficient, and increase housing choices for low-income families. Plan adopted by the HA and approved by HUD regarding the strategies that will be employed in the coming year for implementation and monitoring of innovative strategies for program administration. (See Moving to Work)	Hồ Trọ Tim Kiếm Việc Làm (MTW)	Moving to Work (MTW)
MTW Plan	innovative strategies for program administration. (See Moving to Work)	Kế Hoạch Chuyển Sang Di Lâm	Plan MTW
National	a person who owes permanent allegiance to the United States, for example, as a result of birth in a United States territory or possession.	Kiểu bảo Hoa Kỳ	nacional americano
	a family whose head, spouse, or sole member is a person who is at least 50 years of age but below the age of 62, or two or more persons who are at least 50 years of age but below the age of 62 living together, or one or more persons who are at least 50 years of age but below the age of 62, living with one or more live-in aides. (See live-in aide)	Gia đình có thành viên có độ tuổi gần cao tuổi (50t-62t)	familia cercana a la tercera edad
Near-elderly family			
Non-citizen	a person who is neither a citizen nor national of the United States. (See Citizen)	Người không có quyền công dân	no ciudadano
non-compliance	failure to follow the rules established in the Family Obligations / Code of Federal Regulations	không tuân thủ	incumplimiento
occupancy		Cư ngụ	tenencia
other adult	an adult household member other than the head, co-head, or spouse who is not a full-time student	người tương thành khác	otro miembro adulto
Other criminal activity	criminal activity which may threaten the health or safety of the owner, property management staff, any HA employee, residents of the complex, or person residing in the immediate vicinity of the premises.	Hoạt động phạm tội khác	otras actividades criminales
Owner	any person or entity with the legal right to lease or sublease a unit to a participant family.	Chủ nhà	propietario
	the adult person or persons who execute the lease as lessee of the dwelling unit. The family becomes a participant on the effective date of the first HAP (see housing assistance payment) contract executed by the HA for the participant family (first day of initial lease term)	Người tham gia (gia đình tham gia)	Participante
Participant (participant family)	the entity that receives the Housing Assistance Payment (HAP); may be the owner or landlord, or may be a separate entity	Người nhận tiền	receptor del pago
Payee	a guide to set the rent portion for participant families in the Section 8 HCV Program and certain other programs; published annually in October.	tiêu chuẩn thanh toán	estándar de pago
Payment standard (PS)			

	HUD's definition of a person with disabilities is a "Person [who] meets the Social Security Administration definition of a person with disabilities. Person has a physical, mental or emotional impairment that is expected to be of long-continued and indefinite duration, subsequently impedes their ability to live independently, and is of such a nature that the ability to live independently could be improved with more suitable housing conditions. For purposes of reasonable accommodation (see reasonable accommodation) and program accessibility for persons with disabilities, means an "individual with handicaps" as defined in 24 CFR 8.3. Definition does not exclude persons who have AIDS or conditions arising from AIDS, but does not include a person whose disability is based solely on drug or alcohol dependence (for low-income housing eligibility purposes).		
Persons with Disabilities	the process of renting of a dwelling unit with Section 8 HCV outside the jurisdiction of the initial HA.	Người có Tình Trạng Khuyết Tật	Personas con Incapacidades
Portability, Port	the building or complex in which the dwelling unit is located, including common areas and grounds.	chuyển giao	portabilidad
Premises	that degree of evidence that is of greater weight or more convincing than the evidence which is offered in opposition to it, or evidence which as a whole shows the fact to be proved to be more probable than not.	khu vực nhà	local
Preponderance of evidence	is a federal law that places restrictions on the federal government's collection, use, and dissemination of personal information.	Ưu thế của bằng chứng	preponderancia de evidencia
Privacy Rights: the Privacy Act of 1974 (5 U.S.C.A. 552a)		Đạo luật Bảo vệ Quyền Riêng tư năm 1974	Ley de Privacidad de 1974
program participants	the person or entity that owns the housing project containing the assisted dwelling unit(s).	người tham gia chương trình	participantes del programa
Project owner	the PBV program attaches rental assistance to a particular unit rather than to a family.	Chủ sở hữu dự án	Propietario del proyecto
Project-Based Voucher (PBV)	housing that is built, operated, and owned by a government and that is typically provided at nominal rent to the low-income and very low-income members of a community.	Phiếu thuê nhà theo dự án	Programa de Vales en Función de Vouchers (PBV, por sus siglas en inglés)
Public Housing Agency (PHA)		Cơ Quan Gia Cư Công Cộng (PHA)	agencia de vivienda pública (PHA, por sus siglas en inglés)
reasonable	a reasonable accommodation is any modification or adjustment to housing rules, policies, practices, or services that will enable a qualified applicant or participant family with a disability to participate in the application process and to be provided the ability to use and enjoy a dwelling unit. Reasonable accommodation also includes adjustments to assure that qualified persons with a disability has rights and privileges in housing equal to persons without disabilities.	hợp lý	razonable
Reasonable Accommodation	a rent to owner that is not more than rent charged: • Comparable units in the private unassisted market; and • Comparable unassisted units in the premises.	biện pháp điều chỉnh hợp lý	adaptación razonable
Reasonable rent	the HA that receives a family selected for participation in the tenant-based program from another HA outside Santa Clara County. The receiving HA issues a voucher and provides program assistance to the family.	Tiền thuê hợp lý	renta razonable
Receiving HA (Port-in)	See reexamination	Sở Quản Lý Gia Cư nhận Tài chứng nhận	autoridad de vivienda receptora
Recertification		Quy trình tái chứng nhận	Recertificación
Recertification process	the process of securing documentation of total family income used to determine the rent the tenant will pay for the next 12 month for non-MTTW families, or 24 or 36 months for MTTW families (based on MTTW Plan established criteria), if there are no additional changes to be reported.	Quy trình tái chứng nhận	Proceso de recertificación
Reexamination		tái đánh giá	revisión

Registered Domestic Partner Register	legally recognized partner of the Head of Household as filed with the State of California, Secretary of State Domestic Partners Registry, and in accordance with State of California Family Code section 297 or other states recognizing a similar partnership status. Verb: to apply for; to sign up for	Ban Dôi Sống Chung Đa Đảng Kỳ V: Ghi danh	Paria domestica registrada V: Registrarse
Release of Information (ROI)	form signed by household members to give SCCHA permission to share their personally identifiable information to be shared with other entities the total monthly rent payable to the owner under the lease for the unit (also known as contract rent). Rent-to-owner covers payment for any housing services, maintenance and utilities that the owner is required to provide and pay for.	tiết lộ thông tin N: Tiền thuê nhà V: Cho thuê	Divulgación de información N: renta V: alquiler
Rent		Tiền thuê trả cho chủ nhà hỗ trợ tiền thuê nhà	pago de renta al propietario asistencia para alquiler
Rent to owner	See Housing assistance		
Rental assistance	according to HUD regulations, a Section 8 tenant may not be related to the owner of their selected unit. A relative is classified by HUD as a person who is related by family bloodline or through marriage to the owner of the unit. corrections required to return the unit to compliance with Housing Quality Standards	Thuê Nhà Cho Người Thân sửa chữa	alquilar a un pariente reparaciones
Renting to a Relative	all eligible families submit information to the HA when applying for housing assistance under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437 (f)). The HA uses the information on the RTA form to determine if the family is eligible, if the unit is eligible, and if the lease complies with program and statutory requirements.		Solicitud de autorización del arrendamiento
Request for Tenancy Approval (RFTA or RTA)	for the PHA and the Section 8 HCV, Project-based Certificate assistance, and Moderate Rehabilitation programs, the responsible entity means the HA administering the program under an ACC with HUD. For all other Section 8 programs, the responsible entity means the Section 8 owner.	yêu cầu phê duyệt hỗ trợ thuê nhà	
Responsible entity		Thực thể chịu trách nhiệm	Entidad responsable
Santa Clara County Housing Authority (SCCHA)		Cơ Quan Quản Lý Nhà Ở Quận Santa Clara	la Autoridad de Vivienda del Condado de Santa Clara
	Designated SCCHA staff member who oversees the agency's compliance with the Americans with Disabilities Act (ADA), Sections 501 and 504 of the Rehabilitation Act of 1973, and other federal, state, and local regulations protecting the access and rights of persons with disabilities		
Section 504 Coordinator	The section of the Housing and Community Development Act of 1978 that established programs to provide assistance to eligible low- and moderate-income families to rent housing in the private market.	Điều Phối Viên Phần 504	Coordinador del Capítulo 504
Section 8	a unit that is occupied by two or more families consists of both common space for shared use by the occupants of the unit and separate private space for each assisted family; this is a special housing type. (24 CFR 982.615 & 982.618).	Phần 8	Artículo 8
Shared housing	a person living alone or intending to live alone.	Nhà ở chung Người Độc Thân	Vivienda compartida persona soltera
Single Person	the SRO Program provides rental assistance for homeless persons in connection with the moderate rehabilitation of SRO dwellings. SRO housing contains units for occupancy by one person. These units may contain food preparation or sanitary facilities, or both. (Considered a special housing type).		
Single room occupancy housing (SRO)	the Social Security Administration assigns a nine-digit number that to a person by hat identifies the record of the person's earnings reported to the Social Security Administration. This Administration also assigns social security disability benefits. Administration acronyms are: • SSN: Social Security Number • SSI: Supplemental Security Income • SSDI: Supplemental Security Disability Income	Nhà cư ngụ có phòng đơn (SRO)	Vivienda de Tenencia de única habitación (SRO, por sus siglas en inglés)
Social Security (SS)		An Sinh Xã Hội	Seguro social
Social Security Number (SSN)		Số an sinh xã hội	Número de Seguro Social



	the following special housing types in accordance with requirements of the program: single room occupancy (SRO) housing, congregate housing, group home, shared housing, manufactured home when the family owns the home and leases the manufactured home space, cooperative housing or homeownership option.		
Special housing types		Những loại nhà ở đặc biệt	Viviendas de tipos especiales
Spouse	the marriage partner of the head-of-household.	Vợ/chồng	Cónyuge
Subsidy Size	the HA determines the appropriate number of bedrooms under the HA subsidy standards. The guidelines used by the HA to determine bedroom size are found in the Administrative Plan.	Kích Thước Phòng Ngủ Được Trợ Cấp	Tamaño del subsidio
Subsidy standards	standards established by a HA to determine the appropriate number of bedrooms and amount of subsidy for families of different sizes and compositions.	Tiêu chuẩn về số phòng ngủ được trợ cấp	Estandares del subsidio
Suspension/rolling tenancy	stopping the clock on the term of a family's voucher after the family submits a request for approval of the tenancy. If the HA decides to allow extensions or suspensions of the voucher term, the HA Administrative Plan must describe how the HA determines whether to grant extensions or suspensions, and how the HA determines the length of any extension or suspension.	Đình Chi/Dừng thuê nhà	Suspensión alquiler
Tenancy Addendum	the language that must be included in the lease between the participant family and the owner for units assisted by the HCY program	Phụ Lục Về Việc Thuê Nhà	Anexo al contrato sobre las condiciones del arrendamiento
Tenant Rent to Owner (TRO)	the tenant's share of the contract rent, the contract rent (CR) minus applicable payment standard (PS) plus the total tenant payment (TTP); CR-PS+TTP=TRO	Trần Thuê Nhà Do Người Thuê Trả Cho Chủ Sở Hữu (TRO)	Renta del inquilino al propietario (TRO, por sus siglas en inglés)
Tenants		Người Thuê nhà	Inquilinos
Terminate	end; generally used in reference to ending leases/tenancy, program participation, or contracts; may be punitive or non-punitive	Chấm Dứt	terminar
terminating your assistance termination		Chấm Dứt Sự Trợ Giúp Cho Bạn	Terminara su asistencia
Total Tenant Payment (TTP)	the amount the participant family must pay toward rent and utilities based upon their income.	Tổng tiền thanh toán của người thuê nhà	terminación
U.S. Department of Housing and Urban Development (HUD)	the United States Department of Housing and Urban Development. The primary agency for sponsoring subsidized housing in the United States, particularly in urban areas.	Bộ Gia cư và Phát triển Đô thị Hoa Kỳ (HUD)	Pago total del inquilino
Under penalty of perjury		hình phạt nếu khai man	Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos (HUD, por sus siglas en inglés)
Unit	the residential space for the private use of a family. The size of a unit is based on the number of bedrooms contained within the unit and generally ranges from zero (0) bedrooms to six (6) bedrooms.	đơn vị	Bajo pena de perjurio
Utilities	water, electricity, gas, other heating, refrigerator, cooking fuels, trash collection and sewage services. Telephone and cable service are not included as a utility.	các tiện ích	unidad
Utility allowance	reasonable estimate of utility bills to be paid by the tenant based on utility type, unit type, and unit size; utility allowances are based on a survey of local utility expenses and a matrix of allowances by utility type, unit type, and unit size is maintained by the HA for consistent application.		Utilidades
Violence Against Women Act (VAWA)	a 2005 Federal Act aiming to reduce domestic violence and to protect, or increase the protection of, the safety and confidentiality of victims of abuse. VAWA protections are applied regardless of age or gender.	Trợ cấp cho hóa đơn dịch vụ tiện ích	Asignación de utilidades
		Đạo luật Chống Bạo Hành Phụ nữ (VAWA)	Ley de violencia contra las mujeres (VAWA, por sus siglas en inglés)

Violent criminal activity	any illegal criminal activity that has as one of its elements, the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause serious bodily injury or property damage.	hoạt động tội phạm có tính cách bạo động	Actividad delictiva violenta
Vital Documents	Any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document is "vital" may depend upon the importance of the program, information, encounter, or service involved, the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.	Tài Liệu Quan Trọng	Documentos vitales
Voucher	a document issued by the HA to a family selected for admission to the HCV Program. This document describes the program and the procedures for HA approval of a unit selected by the family. The voucher also states the obligations of the family under the Program.	Phiếu chọn nhà Người sở hữu phiếu chọn nhà	Vale poseedor del Vale
Voucher holder	a family holding a voucher with an unexpired term.	Người sở hữu phiếu chọn nhà	poseedor del Vale
voucher issuance	the point in time when an applicant's eligibility determination is finalized, and a paper voucher is given to the family	cấp phiếu chọn nhà	Emisión de Vale Programa de Distribución de Vale
Voucher program	the HCV Program; also known as Section 8.	Chương trình phiếu trả tiền	Vale
Waiting List	The list maintained by the HA of families interested in receiving housing assistance through the HCV, PBV, and Mod Rehab programs. Families signed up for SCCHA's current waiting list in 2006 and were given a position number by lottery. The HA selects applicants from the 2006 Waiting List based on their position number. The SCCHA Waiting List is closed.	Danh Sách Chờ	Lista de espera
Waiting List Preferences	a system of local priorities for selection of families admitted to the Program.	Ưu Tiên Trong Danh Sách Chờ	Preferencias en la lista de espera
Welfare assistance	income assistance from federal or State welfare programs, including assistance provided under Temporary Assistance to Needy Families (TANF) and general assistance (cash aid). Does not include assistance directed solely to meeting housing expenses, nor programs that provide health care, child care or other services for working families.	trợ cấp phúc lợi	Asistencia pública