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# Language Assistance

## Overview

In compliance with federal, state, and local laws, CHA is committed to ensuring meaningful access to its programs and activities for individuals with Limited English Proficiency (LEP). According to the U.S. Department of Housing and Urban Development (HUD), LEP individuals are those whose primary language is not English (as determined by national origin) and who have limited ability to speak, read, write or understand English.

To facilitate language access, CHA provides free language assistance while minimizing undue financial burden. Key measures include:

- Delivering LEP services through a four-factor analysis.
- Offering appropriate language assistance, including translation and interpretation, tailored to the size of the language group.
- Developing, implementing, and enforcing a comprehensive [Language Access Policy](#).

To learn more see [CHA's Language Access Plan at a Glance](#) and [2019 Language Access Plan Progress Report](#). You can email CHA's Office of Diversity at [officeofdiversity@thecha.org](mailto:officeofdiversity@thecha.org).

## Reporting LEP Violations

If a person believes that a federally assisted, HUD program recipient (i.e. CHA), is not taking reasonable steps to ensure meaningful service and/or program access to LEP persons, that individual may file a complaint with:

- Office of Diversity and Inclusion at [chala@thecha.org](mailto:chala@thecha.org).
- CHA's Housing Rights and Nondiscrimination Department - Contact (312) 913-7062.
- HUD's local Office of Fair Housing and Equal Opportunity (FHEO) - For contact information of your local HUD office, go to the [HUD website](#) or call the toll free Housing Discrimination Hotline at 800-669-9777 (voice) or 800 927-9275 (TTY).

## Language Assistance FAQ

### What are Limited English Proficiency (LEP) persons?

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

### **What are examples of language assistance?**

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

- Oral interpretation services
- Bilingual staff
- Telephonic interpretation line
- Written translation services

### **What is the Language Access Plan (LAP)?**

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

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

### **What is the Language Access Policy?**

A policy approved by CHA's Board of Commissioners on April 21, 2015, which outlines CHA's responsibilities to appropriately serve LEP persons and maintain compliance with HUD regulations.

### **What are Language Access Liaisons?**

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

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

By reporting it to CHA's Housing Rights and Nondiscrimination department. For contact information, call CHA at (312) 913-7062, or the Office of Fair Housing and Equal Opportunity (FHEO) at 800-669-9777.

## **Reports and Language Access Plans**

- [2019 CHA's Language Access Plan Compliance Report](#)
- [2018 CHA's Language Access Plan Compliance Report](#)
- [2017 CHA's Language Access Plan Compliance Report](#)
- [2016 CHA's Language Access Plan Compliance Report](#)
- [CHA Language Access Plan at a Glance](#)
- [CHA Language Access Plan at a Glance - Arabic](#)
- [CHA Language Access Plan at a Glance - Chinese](#)
- [CHA Language Access Plan at a Glance - Hindi](#)
- [CHA Language Access Plan at a Glance - Polish](#)
- [CHA Language Access Plan at a Glance - Spanish](#)

## **Language Access Request Forms**

- [Language Access Request Form](#)

- [Arabic Language Access Request Form](#)
- [Bosnian Language Access Request Form](#)
- [Bulgarian Language Access Request Form](#)
- [Chinese Language Access Request Form](#)
- [Croatian Language Access Request Form](#)
- [Hindi Language Access Request Form](#)
- [Korean Language Access Request Form](#)
- [Polish Language Access Request Form](#)
- [Romanian Language Access Request Form](#)
- [Russian Language Access Request Form](#)
- [Spanish Language Access Request Form](#)
- [Tagalog Language Access Request Form](#)
- [Ukrainian Language Access Request Form](#)
- [Urdu Language Access Request Form](#)
- [Vietnamese Language Access Request Form](#)

## **Watch This Video to Learn About CHA's Language Access Services:**

- [CHA Language Assistance \(English\)](#)
- [CHA Language Assistance \(Spanish/Español\)](#)
- [CHA Language Assistance \(Mandarin/普通话\)](#)
- [CHA Language Assistance \(Cantonese/广东话\)](#)
- [CHA Language Assistance \(Russian/ русский\)](#)
- [CHA Language Assistance \(Polish/ Polskie\)](#)
- [CHA Language Assistance \(Urdu/ وودرا\)](#)