



SAN DIEGO  
HOUSING  
COMMISSION

# San Diego Housing Commission Language Access Plan

## July 1, 2021

This document may be made available upon request in alternate formats by contacting the San Diego Housing Commission's Compliance and Equity Assurance Department at (619) 231-9400.

Si desea obtener información en español sobre este documento o sobre nuestros programas favor de comunicarse al (619) 578-7306.

Nếu ông/bà muốn có thêm thông tin về văn bản này hoặc những chương trình của chúng tôi bằng tiếng Việt, vui lòng gọi (619) 578-7306.

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## **INTRODUCTION**

On August 11, 2000, President Bill Clinton signed Executive Order 13166, “Improving Access to Services by Persons with Limited English Proficiency (LEP).”

The Executive Order has two broad objectives: The first directs each federal agency to develop and implement a system to ensure that LEP individuals can meaningfully access the agency’s federally conducted programs and activities. The second directs federal agencies providing federal financial assistance to issue guidance to recipients of such assistance regarding their legal obligation to ensure meaningful access for LEP persons under the national origin nondiscrimination provisions of Title VI of the Civil Rights Act of 1964.

Executive Order 13166 tasked federal departments, including the U.S. Department of Housing and Urban Development (HUD), with improving accessibility for LEP persons in all federally funded programs and activities and ensuring that those entities that receive funding from the Department do the same.

On January 22, 2007, HUD issued final guidance to recipients of HUD funding regarding “Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficient Persons.” These guidelines apply to any recipient of HUD assistance, including, but not limited to, public housing agencies and assisted housing providers. Under the 2007 HUD Guidelines, federal funding recipients such as the San Diego Housing Commission (SDHC) are required to make all of their programs accessible to LEP persons.

In order to identify the specific needs of LEP persons likely to benefit from SDHC programs, SDHC conducted a needs self-assessment using the four-factor analysis outlined in HUD’s guidance.

This 2021 Language Access Plan (LAP) update builds upon SDHC’s 2017 LAP and includes an expansion of estimated and actual data collected from SDHC’s Rental Assistance Division, Workforce and Economic Development Department, Homeless Housing Innovations Division, and the Real Estate Division’s Property Management Department and Loan Servicing Department.



## **PLAN STATEMENT**

SDHC is committed to its mission to provide affordable, safe, and quality homes for low- and moderate-income families and individuals in the City of San Diego and to provide opportunities to improve the quality of life for the families that SDHC serves.

SDHC has adopted this Language Access Plan to ensure accessibility to LEP persons by providing services and programs adapted to their language needs.

## **SDHC POLICY STATEMENT**

It is the policy of SDHC to ensure that persons with LEP not be discriminated against nor denied meaningful access to, and/or participation in, any of SDHC's programs and activities. By identifying the language needs of its clients and utilizing available bilingual resources to address those needs, SDHC staff will ensure that LEP persons have the necessary and meaningful access to all available SDHC programs and services.

In accordance with federal and state guidelines, SDHC will make reasonable efforts to provide or arrange free language assistance for LEP persons, including applicants, recipients and other persons eligible for activities and programs funded by HUD.

All SDHC employees are responsible for ensuring that the public has access to all programs, services, activities and facilities of SDHC, regardless of receipt of federal financial support. The LAP concentrates on improving access to SDHC public resources, with a focus on programs that have regular and frequent contact with LEP persons.

## **DEFINITIONS**

### **Bilingual Staff**

An SDHC employee who has demonstrated proficiency in English and reading, writing, speaking or understanding at least one other language as authorized and compensated by SDHC.



## **Effective Communication**

Communication sufficient to provide the LEP individual with substantially the same level of access to services received by individuals who are not LEP. For example, staff must take reasonable steps to ensure communication with an LEP individual is as effective as communication with non-LEP individuals when providing similar programs and services.

## **Interpretation**

The act of listening to a communication in one language (source language) and verbally converting it to another language (target language) while retaining the same meaning.

## **Language Access Plan (LAP)**

Defines and outlines the actions to be taken by SDHC to ensure meaningful access to its services, programs and activities for LEP persons.

## **Language Assistance Services**

Oral and written language services provided by authorized bilingual personnel or qualified language assistance vendors to assist LEP individuals to communicate effectively with staff, and to provide LEP individuals with meaningful access to, and an equal opportunity to participate fully in, the services, activities or other programs administered by SDHC.

## **Limited English Proficiency (LEP) Individuals**

Persons who, as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

## **Meaningful Access**

Language assistance that results in accurate, timely, and effective communication at no cost to the LEP person. For LEP persons, meaningful access denotes access that is not significantly restricted, delayed or inferior compared to programs or activities provided to English proficient persons.



## **Primary Language**

The language in which an individual most effectively communicates.

## **Program or Activity**

The term “program or activity” and the term “program” mean all of the operations of the SDHC.

## **Qualified Translator or Interpreter**

An in-house or contracted translator or interpreter with demonstrated competence to interpret or translate and that is authorized to do so by contract with SDHC or by approval of the program or department.

## **Translation**

The replacement of written text from one language into an equivalent written text in another language. Translation also may occur through oral explanation of documents.

## **Vital Documents**

A document, paper or electronic communication that contains information that is critical for accessing SDHC’s services and benefits, letters or notices that require a response from the client and documents that inform clients of free language assistance.

SDHC departments may supplement these definitions with additional terms or program specific definitions that are consistent with these definitions or with the objective of timely providing LEP persons with substantial equal and meaningful effective access to SDHC programs or services.

## **FOUR-FACTOR ANALYSIS**

Many persons living in the United States for whom English is not their primary language may speak English with limited proficiency or, in some cases, not at all. As a result, LEP persons may not have the same access to important services as those who are proficient. LEP persons may lack the social networks to connect them to housing services and programs; if connected to



the programs, they may not understand the details of programs due to linguistic barriers or they may fail to comply with applicable responsibilities that could qualify them for programs and services. For these and other reasons, LEP persons may encounter significant barriers to housing programs and services.

The four-factor analysis as recommended by HUD provides flexibility for program implementation that meets the intent of federal guidelines without imposing undue financial or administrative burdens on organizations that receive federal funding.

SDHC’s LAP sets forth the framework for the language services and procedures that SDHC will implement to meet the needs of LEP persons.

SDHC is required to:

1. Conduct a Four-Factor Analysis;
2. Develop a LAP; and
3. Provide appropriate language assistance.

The analysis is designed to provide a balanced assessment of the following four factors:

1. **LEP Population** – The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
2. **Frequency of Contact** – The frequency with which LEP individuals come in contact with the program, activity, or service
3. **Importance** – The nature and importance of the program, activity, or service provided by the recipient to people’s lives; and
4. **Resources** – The associated costs and available resources.

The results of SDHC’s Four-Factor Analysis of its progress in providing language assistance to LEP persons is described in the next section of this LAP.



## FACTOR 1 – LEP POPULATION

*The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee*

The determination to provide language assistance services included an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population. The greater the number or proportion of LEP persons in the service area, the more likely language services are needed.

According to estimates by the U.S. Census Bureau’s 2019 American Community Survey (ACS), English is the only language spoken at home by an estimated 819,058 (61 percent) of the total estimated population of the City of San Diego (1,343,022); and approximately 40 percent of the population over the age of 5 speak a language other than English at home (Table 1).

**TABLE 1**

Language Other Than English		
	California	City of San Diego
Percent of persons who speak a language other than English at home, age 5 years+, 2015-2019	44.2%	40.5%

Source: U.S. Census Bureau, QuickFacts – San Diego City, California, <https://www.census.gov/quickfacts/fact/table/sandiegocitycalifornia,CA/POP815219#POP815219>

Table 2 details ACS survey results for languages spoken at home and the percentage of households in the City of San Diego that speak English less than “very well.”

The U.S. Census Bureau defines a "limited English speaking household" as one in which no member 14 years of age or older (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years of age or older have at least some difficulty with English.





**TABLE 2**

<b>Language Spoken at Home – City of San Diego</b>		
<b>Languages spoken at home by populations 5 years and older</b>	<b>Estimate</b>	<b>Percent who speak English less than “very well”</b>
Spanish	91,911	6.84%
Vietnamese	18,666	1.38%
Tagalog (including Filipino)	16,575	1.23%
Chinese	14,899	1.10%
Amharic, Somali, Afro-Asiatic	6,038	0.44%
Korean	4,386	0.32%
Persian	3,510	0.26%

Source: U.S. Census Bureau, 2019 ACS 1 – Year Estimates – Table B16001, [https://data.census.gov/cedsci/table?q=B16001&g=0400000US06\\_1600000US0666000&y=2019&tid=ACSDT1Y2019.B16001&hidePreview=true](https://data.census.gov/cedsci/table?q=B16001&g=0400000US06_1600000US0666000&y=2019&tid=ACSDT1Y2019.B16001&hidePreview=true)

According to the report *Immigrant Integration in the City of San Diego*, published by the U.S. Immigration Policy Center, City of San Diego, Welcoming San Diego, and University of California, San Diego (UC San Diego) on June 29, 2020, the foreign-born population in the City represents approximately 27.1 percent of the total population and speaks at least 70 different languages and dialects. Approximately half of this population meet the definition of LEP.

The main languages spoken in the City by the LEP population are Vietnamese, Spanish, Chinese (including Mandarin and Cantonese) and Filipino/Tagalog.

Table 3 shows the percentages of LEP population within each of the five primary languages of foreign-born City of San Diego residents.



**TABLE 3**

<b>City of San Diego Foreign Born – Limited English Proficiency</b>	
Vietnamese speakers	80.2%
Spanish speakers	65.1%
Chinese (including Mandarin & Cantonese speakers)	59.9%
Filipino/Tagalog speakers	42.1%

Source: 2020 US Immigration Policy Center Report on Immigrant Integration-City of San Diego, <https://usipc.ucsd.edu/publications/usipc-immigrant-integration-san-diego-final.pdf>

**FACTOR 2 – FREQUENCY OF CONTACT**

*The frequency with which LEP individuals come in contact with the program, activity, or service*

SDHC explored multiple avenues in order to determine how often LEP persons come into contact with SDHC programs and services. Methods included reports from ongoing data collection efforts, estimates from program and field operations staff, and data from contracted oral and written language service vendors.

Data from SDHC divisions and departments about frequency of program encounters with LEP persons is set forth in the following tables. The information illustrates program size, frequency of contact with LEP persons, and the most frequent languages encountered. Data presented is an annual average and snapshot of LEP contacts for the last three years.

Findings from current data collection efforts for frequency of contact indicate that Spanish and Vietnamese speaking populations are the LEP groups that most contact SDHC programs on a regular basis as illustrated below.



**LEP CONTACTS  
RENTAL ASSISTANCE DIVISION (RAD)**

Wait List Estimate	Participant Households	LEP Contacts	Spanish	Vietnamese	Somali
110,000	FY20 Actual 15,677	959*	706	160	27

Source: SDHC RAD-Actual Data

\*Average annual frequency of contact = 6.11 percent of participant households

**LEP CONTACTS  
WORKFORCE AND ECONOMIC DEVELOPMENT DEPARTMENT (WED)  
& SAN DIEGO ENVISION CENTER**

Participant Households	LEP Contacts	Tagalog	Arabic	Unspecified Language
FY20 Actual 1,579	100*	78	4	18

Source: SDHC WED Department-Actual and Estimated Data

\*Average annual frequency of contact = 6.33% of Participant Households.

**LEP CONTACTS  
HOMELESS HOUSING INNOVATIONS DIVISION (HHI)**

Participant Households	LEP Contacts	Spanish
FY20 Estimated 1,374	10*	10

Source: HHI Division - Estimated Data

\*Average annual frequency of contact = 0.72% of Participant Households.

**LEP CONTACTS  
REAL ESTATE DIVISION (RED) PROPERTY MANAGEMENT**

Public & Affordable Housing Interest List	Resident Households	LEP Contacts	Spanish	Tagalog
Estimated 89,000	FY20 Actual 2,207	2,066*	1,932	37

Source: SDHC Property Management – Actual and \*Estimated Data based on field operations and multiple resident (tenant) interactions annually



**LEP CONTACTS  
REAL ESTATE DIVISION (RED) LOAN SERVICES**

Households Served	LEP Contacts	Spanish
FY 20 Estimated 2,280	318*	318

*Source: SDHC Loan Services – Estimated Data*

The majority of the requests received were for assistance in Spanish. The second-most prevalent language group is Vietnamese.

As a result, the SDHC has incorporated the translation of a variety of vital documents in Spanish and Vietnamese for housing programs currently available to the public.

**FACTOR 3 – PROGRAM IMPORTANCE**

*The nature and importance of the program, activity, or service provided by the recipient to people’s lives.*

According to HUD’s 2020 Annual Homeless Assessment Report, the State of California ranks first among having the highest number of unsheltered homeless persons in the nation. In addition, San Diego ranks in the top 10 most expensive cities to live in the county. As a result, SDHC’s programs and services are crucial to the lives of low and moderate-income households.

Programs administered by SDHC are essential and important to thousands of people, including the elderly, disabled and families with children served by SDHC’s programs. As outlined by the data about “frequency of contact” (Factor #2), SDHC staff interacts with a significant number of the LEP population in the City of San Diego. An LEP person’s inability to benefit from SDHC’s programs may adversely affect meeting the basic need for housing.

**FACTOR 4 – RESOURCES**

*The associated costs and available resources.*

SDHC continuously assesses the availability of resources that can be used to provide language assistance. This includes resources for the hiring of



competent bilingual staff, training and evaluation of existing contracts for professional oral interpretation, and written translation services.

Data collection and process improvement is an integral part of SDHC’s operations. Since the implementation of the 2017 LAP, SDHC has devoted additional resources for data collection, and as a result began collecting data from newly assisted families about language spoken at home.

In addition, SDHC made a significant investment to enhance SDHC’s website, which offers LEP persons an ability to view SDHC information and program content in multiple languages. The enhancements also include an online rental assistance wait list portal that can be accessed in multiple languages and where applicants can update and view wait list information.

### **LANGUAGE ASSISTANCE MEASURES**

SDHC implemented the measures described below to provide assistance to LEP persons in their Primary Language. SDHC will make reasonable efforts to serve the LEP community with oral interpretation and written translation services for rental assistance, workforce and economic development services, homelessness and loan programs as often as possible.

#### **1. Written Translation**

The Factor 2 assessment revealed that the most frequent languages encountered by SDHC programs are Spanish and Vietnamese. Contact with LEP persons who speak languages other than Spanish and Vietnamese is infrequent.

SDHC is committed to providing written translation of vital documents into the two most common languages encountered.

Recognizing the importance of equitable program access and participation, SDHC plans to add translation services for Tagalog (including Filipino), Chinese, and Amharic, Somali, and Afro-Asiatic languages as funds become available.

A comprehensive list of vital documents by department is attached hereto as “Exhibit A.” Each department will conduct an annual review of each document to ensure the list of vital documents is current and



the latest version of the document is available to LEP persons as needed.

Additionally, SDHC will continuously evaluate the need to translate notices and documents intended for the City at-large into the primary languages spoken by the LEP population.

SDHC will make every effort to provide competent oral interpretation of vital documents and non-vital documents where a written translation is not available.

As opportunities arise, SDHC may also collaborate with other public housing authorities (PHAs) and other partners to share the costs of translating common documents, which may include language groups that do not yet reach the threshold level in SDHC's client population.

SDHC will also utilize, when appropriate, technological aids such as Internet-based translation services, which may provide helpful, beneficial translations of written materials online.

## **2. Oral Translation Services**

SDHC staff will take reasonable steps to provide meaningful access to LEP persons who have difficulty communicating in English.

Where reasonable, oral interpretation will be available for the following compulsory activities, if requested in advance by LEP persons:

- Intake and interview processes
- Participant briefings
- Participant hearings
- Biannual and interim re-examinations
- Housing Quality Standards Inspections

## **3. Competent Bilingual Staff**

SDHC currently employs bilingual staff. When possible, available bilingual staff members will assist LEP persons by providing translation in several languages, including Spanish, Vietnamese, Tagalog, Russian, Laotian, Arabic, and Dinka.



SDHC bilingual employees who provide language services are designated as either “technical” or “non-technical,” depending on the level of skills of the employee. Employees designated as technical may conduct oral and written interpretation and translation of “technical” programmatic information such as federal, state or local program regulations, policies, procedures, forms and documents, as well as “non-technical” translations.

Employees designated as “non-technical” may conduct oral and written interpretation and translation of routine information provided in basic letters, general flyers, or bulletins. The “Bilingual Employee List” is available and on file with SDHC.

#### **4. CTS Language Link Services**

SDHC will have available interpretation services provided by CTS Language Link. The over-the-phone interpretation services support more than 240 languages and dialects. All of SDHC’s current intake and reception employees utilize “I Speak” cards, provided by CTS Language Link, to allow LEP individuals to identify the language in which they need assistance. At that point, the employee assisting the LEP person will dial the CTS Language Link telephone number and request interpretation in the language identified by the LEP individual. All current intake and reception staff are provided CTS Language Link’s Interactive Voice Response. The instructions are included as “Exhibit B” as attached to this LAP.

**NOTE:** LEP persons may also use interpreters of their own choice. In order to increase the potential for accuracy during interpretation and minimize the withholding of confidential information that may affect participants’ rights, program participants are discouraged from using minors as interpreters.

#### **5. Notice of Free Language Assistance Services**

SDHC will distribute information regarding the availability of its free language access services. SDHC shall:

- Post signs in all areas accessible by visitors and program participants;



- Include notices of free Language Assistance Services on the SDHC website, brochures, community notices, and public notices;
- Include multilingual options on the automated phone system;
- Make “I Speak” cards available for LEP persons to self-identify at SDHC’s headquarters and satellite offices; and
- Make this LAP available on at [www.sdhc.org](http://www.sdhc.org), SDHC’s website.

## 6. Sign Language Interpretation

SDHC is committed to providing equal and meaningful access to the hard of hearing and deaf community.

In Fiscal Year 2020 (FY 2020), SDHC departments encountered an estimated 15 individuals requiring specialized interpretation services for the deaf.

When needed, SDHC accesses deaf interpretation services through community-based organizations (CBOs) that provide services to assist the deaf and hard of hearing per the Americans With Disabilities Act (ADA) Title 3, and that specialize in every language modality, including American Sign Language (ASL), Tactile, Protractile, Legal and CART Servicers.

### **STAFF TRAINING**

SDHC will provide access to an electronic copy of this LAP to all staff, and will provide training as deemed necessary. The staff trainings will include the types of services available to LEP individuals, as outlined in the LAP and topic-related learning opportunities offered through SDHC’s Learning Management System (LMS). New employees also will receive an electronic copy of the LAP and a brief, introductory fact sheet on how to assist LEP persons as part of their orientation, which include the following training elements:

- An in-depth discussion of the plan;
- How to respond to LEP callers;
- How to respond to LEP persons in-person;
- How to respond to written LEP communications;





- How to utilize and access CTS Language Link services (Exhibit B);
- How to utilize the “I Speak” cards;
- How to access staff and outside vendors available for interpretation at appointments; and
- How to access translated documents.

## **IMPLEMENTATION & MONITORING**

All SDHC employees are responsible for ensuring all persons accessing SDHC programs and services, including LEP persons, are treated with dignity and respect and provided language services if needed in accordance with this LAP.

The SDHC Compliance and Equity Assurance Division is responsible for the oversight and implementation of the LAP and is responsible for investigating complaints brought forth related to language access by LEP persons.

This Division will review and update the SDHC LAP every two years to ensure LEP population and language service measures are updated in accordance with federal regulations and guidelines.

## **SUB-RECIPIENT MONITORING**

Sub-recipients are Community-Based Organizations (CBOs) that receive federal assistance administered by SDHC in order to provide housing and/or services in the City of San Diego. Each CBO receiving funds from SDHC must also meet the needs of the LEP population.

SDHC works closely with the sub-recipient CBOs to assist them with the development, implementation, and monitoring of their LAP.



## **EXHIBIT A**

### **VITAL DOCUMENTS – RAD**

<b>Intake Packet – Available in Spanish and Vietnamese</b>
Appointment Checklist
Authorization for the Release of Information (HUD 9886)
Citizen Declaration Eligibility
Citizenship Declaration
Conviction Record
Criminal History Checks
Debts to PHAs (HUD 52675)
Enterprise Income Verification (EIV) Brochure
Evidence of Immigration Status
Guidelines
Moving to Work (MTW) Authorization
Personal Declaration
Veteran/Military Priority
Supplemental Contact (HUD 92006)

<b>Security Deposit Loan Program – Available in Spanish and Vietnamese</b>
Late Payment Letter-Security Deposit
Notice of Dishonored Check
Security Deposit Guarantee
Security Deposit Loan Denial



**Security Deposit Loan Program – Available in Spanish and Vietnamese**

Security Deposit Loan Promissory Note

Security Deposit Reminder-Tenant

**Notices of Intended Action (NIAs) – Available in Spanish and Vietnamese**

Fair Hearing - Manual

Follow-Up Letter

NIA - Deceased Participant

NIA - Decreased Voucher Size: Live-In Aide

NIA - Decrease Voucher Size: Medical Equipment

NIA - Request Admin Review- Deceased Participant

NIA - Request Admin Review- Voucher Expiration

NIA - Request Admin Review- Voucher Size

NIA - Right to Request An Administrative Hearing

NIA - Withdrawal

NIA - Zero Housing Assistance Payment (HAP)

**Notices of Intent (NOIs) – Available in Spanish and Vietnamese**

NOI- Five-Day

NOI- 10-Day

NOI- General



**Recertification Packet – Available in Spanish and Vietnamese**

Address Cover Page

Authorization for the Release of Information (HUD 9886)

MTW Policy Changes

Notice of Rights and Responsibilities

Personal Declaration

RAD Letter

Release of Information

**VITAL DOCUMENTS – RED PROPERTY MANAGEMENT**

**Leasing Documents**

Rental Application

Qualifying criteria

**Agreement to Rent or Lease**

Northern SDHC Federal Housing Administration (FHA) LLC

Northern SDHC Federal National Mortgage Association (FNMA) LLC

Central SDHC FNMA LLC

Central SDHC FHA LLC

Southern SDHC FHA LLC

Public Housing Lease-2055-2095 Villa Las Cumbres

Public Housing Lease – Otay Villas

Hotel Sanford

San Diego Housing Commission Residential Lease



<b>Addenda</b>
Addendum A – House Rules and Regulations
Addendum B – Parking Rules
Addendum C – Mold
Addendum D – Parking Rules (PH)
Addendum E – Assistive Animal Agreement
Addendum G – Mold (PH)
Addendum I – Domestic Violence
Addendum J – Non-Smoking Policy
Addendum K – New BBQ Rules for Building
Addendum L – Remote Control
Addendum N – Maintenance Charges

<b>Public Housing Addenda</b>
Addendum A – House Rules (PH)
Addendum B – Grievance Hearing (PH)
Addendum C – Pet Agreement
Addendum D – Parking Rules (PH)
Addendum G – Mold (PH)
Addendum H – Assistive Animal Agreement
Addendum I – Domestic Violence
Addendum J – Non-Smoking Policy
Addendum K – New BBQ Rules for Building
Addendum N – Maintenance Charges



Other Forms
Assistive Animal Policy
Crime-Free Housing
Lead-Based Paint Acknowledgement
Lead Paint Acknowledgement (PH)
Pesticide Disclosure Notice (PH)
Apartment Safety Acknowledgement
Bedbug Facts for Residents
Community Rules and Regulations
Crime-Free Lease Addendum
Death Disclosure
Facilities Addendum
Fire Sprinkler Addendum
Insurance Facts for Residents
Key and Access Card Agreement
Low-Income Housing Tax Credit (LIHTC) Housing Addendum
LIHTC Lease Rider
Lead-Based Paint Acknowledgement
LIHTC Housing Addendum
LIHTC Lease Rider
Lead-Based Paint Acknowledgement
Megan’s Law Addendum
Moisture Control
Pesticide Disclosure Notice (PH)



Other Forms
Proposition 65 Notice
Smoke Detector Agreement
48-Hour Notice To Enter
Declaration of Service Notice
Notice to Move Out
Reasonable Accommodation Documents
Balance Due Notices
3-Day Notice to Pay or Quit
Termination of Tenancy
Violence Against Women Act (VAWA) Disclosure Forms
Income Certification Forms
MTW Self-Certification Forms

**VITAL DOCUMENTS – RED LOAN SERVICES**

Loan Documents
Various Loan Documents – First-Time Homebuyer (FTHB) Program Deed of Trust, Promissory Note Covenants, Conditions & Restrictions (CC&Rs) – Approx. 25 Documents
FTHB Summary Chart
FTHB Disclosure Notice
Affordable For Sale Disclosure Notice
Annual Statements (Loan Servicing)
Payoff Demand Statements – 3 Documents
Insurance Letters – 2 Documents



## VITAL DOCUMENTS – HOMELESS HOUSING INNOVATIONS\*

### Eligibility Documents

Program Eligibility and Requirements  
Program Intake Forms

*\*Additional vital document identification in process*

## VITAL DOCUMENTS – WORKFORCE & ECONOMIC DEVELOPMENT AND SAN DIEGO ENVISION CENTER\*

Vital Document Identification\*

*\*In process*





## **EXHIBIT B**



### **How to Use Interactive Voice Response (IVR)**

**Step 1:** Call 1 (800) 535-7749

**Step 2:** Enter Account Number \_\_\_\_\_, followed by # sign

**Step 3:** Select 1 to be connected directly to your Spanish interpreter, *or*  
Select 9 for all other languages

\*If you require a 3<sup>rd</sup> party call, press 9 to reach a Customer Service Representative

**Step 4:** Enter Worker ID followed by # sign

#### **IVR FAQs:**

##### **What if I do not know my Account number?**

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

##### **What if I do not know my Employee/ Worker ID number?**

This is your two-digit worker ID number.

##### **What is IVR?**

IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

##### **What is a third party call?**

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

##### **How do I make a third party call with CTS LanguageLink?**

If you need a third party call, press 9 (even for Spanish) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

##### **I need a Hindi interpreter. How do I get a Hindi interpreter on the line?**

Press 9 for other languages and let the CSR know that you need a Hindi interpreter and they will connect you.