

**Pima County Community Development &
Neighborhood Conservation Department**



**Pima County Housing Center
Limited English Proficiency Plan
September 2012**

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Introduction

The Pima County Housing Center (PCHC) was developed to give Pima County residents one convenient location to obtain information, resources, and in some cases direct services for affordable housing and housing related services.

PCHC works with Don't Borrow Trouble, Pima County (DBT) and nine local housing counseling agencies certified by the U.S. Department of Housing and Urban Development. The collaborative partnership provides assistance to individuals to rent or buy a home. PCHC assists homeowners with mortgage modifications, foreclosure prevention or recovery, and to deter and address fraud and rescue scams. PCHC also provides access to resources such as housing counseling, credit counseling, emergency rent, mortgage and utility assistance, and workshops to help individuals purchase a home, repair a home, and make homes more sustainable.

Most individuals in the United States speak, read, or write English. However, there are many individuals whose primary language is not English, individuals who do not speak English as their primary language and who have limited ability to read and write in English. These individuals can be designated Limited English Proficient (LEP). This language barrier may prevent individuals from accessing services and benefits.

This LEP Plan describes the efforts of the Pima County Housing Center to provide language assistance to LEP individuals in order to facilitate effective participation in housing programs and events.

Legal Basis and Purpose

This LEP Plan serves as PCHCs guide for providing services to LEP individuals in compliance with Title VI of the Civil Rights Act of 1964, Executive Order 13166; Section 109 of the Housing and Community Development Act of 1974; and Title VIII of the Fair Housing Act of 1968, amended 1988.

In some circumstances, failure to ensure that LEP individuals can effectively participate in federally assisted programs may constitute discrimination based on national origin under Title VI. In order to comply with Title VI, PCHC shall take responsible actions for competent language assistance. Executive order 13166 clarifies requirements for LEP individuals under Title VI. The Executive Order requires an agency to examine the services it provides, and develop and implement a system by which LEP individuals can meaningfully access those services.

Four Factor Analysis

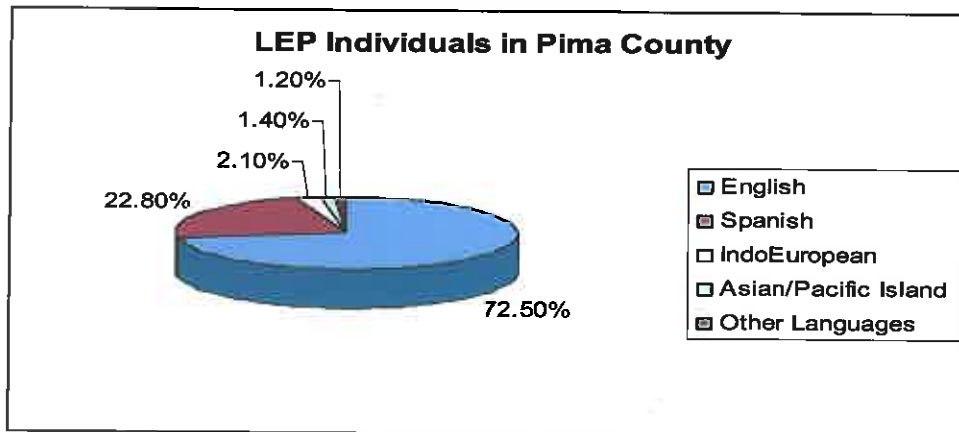
There are four factors to consider when assessing language needs and determining what steps should be taken to ensure LEP individuals are provided with the necessary services:

1. The number or proportion of LEP individuals in the eligible service population;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity or service to the individuals' life; and
4. The resources available to the individual.

A brief description of the assessment undertaken for each of the above factors are as follows:

1. The number or proportion of LEP individuals in the eligible service population.

Pima County is an Arizona border county with an ethnically and linguistically diverse population of 980,263 (Census 2010). Information shows that the total population has increased by 16.2% since Census 2000. Pima County has 72.5% of all residents who speak English at home. Individuals who identified themselves as LEP comprise the following native/primary languages: Spanish 22.8%, IndoEuropean 2.1%, Asian or Pacific Island 1.4%, other languages 1.2%.

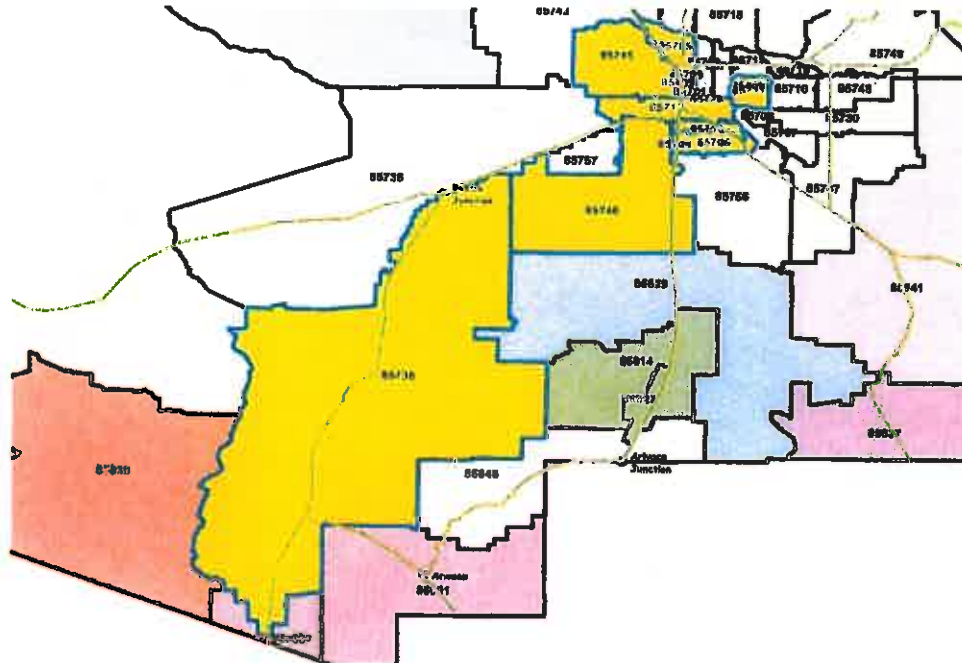


The chart below indicates the percentage of individuals and their English speaking abilities.

Primary Language		Speak English Very Well	Speak English Well	Speak English Not Well	Do Not Speak English
Spanish	22.8%	64%	19%	12%	5%
IndoEuropean	2.1%	78%	15%	6%	1%
Asian/Pacific Isle	1.4%	49%	31%	17%	3%
Other Language	1.2%	64%	27%	8%	1%

Census 2010 information was also used to identify the concentration of LEP individuals within the service area. There are nine zip code areas with a higher percentage of the LEP individuals than the overall Tucson population: 85701, 85705, 85706, 85711, 85713, 85714, 85736, 85745, and 85746.

In general, there is a higher concentration of LEP populations on the south and west sides of the City of Tucson, specifically in the area west of I-10 and I-19 (85701, 85706, 85713, 85714, 85736, 85745, and 85746). Identifying the concentrations of LEP individuals helps to ensure that they receive the necessary language assistance measures required within the service area.



2. The frequency with which LEP individuals come in contact with the program

PCHC assesses the frequency at which staff has or could possibly have contact with LEP individuals. This includes examining the following: census data, telephone and walk-in inquiry logs, requests for translated documents, and staff feedback. According to PCHC tracking logs from July 2011 thru June 2012, PCHC is reporting 45% of individuals seeking information and/or resources are LEP individuals requesting information in Spanish. Tracking logs show no indication of information being requested in any other languages.

3. The nature and importance of the program, activity or service to the persons' life.

PCHC's staff serves as the cornerstone of a community collaboration for housing and related services. Staff answer emergency and non-emergency questions and route requests to the appropriate sources regardless of the language spoken.

Housing is a basic human need, the lack of which can have serious or life-threatening implications to any individual. Basic services and resources related to housing must be provided to LEP individuals in the language in which they communicate or in their primary language.

4. The resources available to the individual.

PCHC has assessed available resources that may be used to provide language assistance. This includes:

- Bilingual staff
- Information, resources, and other printed material in Spanish and English
- Professional and non-professional interpreting services
- Language Identification Flashcards for identification of other languages
- TDD (Telecommunications Device for the Deaf)

In accordance with the Four Factor Analysis, PCHC developed the following plan for providing language assistance to LEP individuals:

Components of the Plan

There are four areas that comprise the Pima County Housing Center's LEP plan:

1. Language assistance measures
2. Providing notice to LEP individuals
3. Training staff
4. Monitoring and updating the LEP plan

1. Language Assistance Measures

Bilingual staff - PCHC has at least one bilingual staff member available at all times. Bilingual staff are available for providing information to individuals and gathering public input for a variety of presentations and events (housing workshops, public and neighborhood meetings, forums, and other community events). Bilingual staff assist individuals in Spanish via telephone, email, or upon request.

Information, resources, and other printed material - PCHC provides all printed and/or resource material in English and Spanish. This includes all forms and instructions, applications, publications, flyers and resources.

Professional and non-professional interpreting services – Interpretation and translation services are available upon request. PCHC’s bilingual staff often interpret and/or translate letters and other documents for individuals from English to Spanish. In addition, Pima County has contracts with multiple vendors for professional interpreters for all other languages and are available upon request.

Language Identification Flashcard – The Language Identification Flashcard is for LEP individuals who speak a language other than English or Spanish. The Language Identification Flashcard has 51 languages listed. LEP individuals identify the language they speak on the flashcard. While staff may not be able to provide interpretation assistance immediately, arrangements are made for an interpreter to be present at a future date. (Appendix A).

Telecommunications Device for the Deaf (TDD) – TDD service is available for use for deaf individuals to communicate with PCHC staff. In addition, Pima County has contracts with multiple vendors for sign language interpretation service for the hearing impaired.

2. Providing Notice to LEP Individuals

There are several ways PCHC provides appropriate notice to LEP individuals. Language assistance measures are available through both oral and written communications:

- Notice - Signage in Spanish is posted in all customer service areas indicating that language assistance is available encourages LEP individuals to self-identify (Appendix B).
- Telephone system – PCHC’s telephone system has an automated greeting in both English and Spanish directing callers to select the preferred language.
- Web page – PCHC’s web page indicates Spanish language assistance is available: <http://www.pima.gov/elbanco> (currently under construction).

3. Training Staff

Training staff is a key element in effective plan implementation. It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP individuals. Staff members who do not interact regularly with LEP individuals should be aware of and understand the LEP Plan.

PCHC staff critical to implementing the LEP Plan include: Receptionist, Community Development Housing Planners, HUD Certified Housing Counselors, Financial Counselors and staff conducting public presentations. It is the responsibility of the Program Manager to oversee the LEP Plan and to insure all staff have been trained.

All staff will receive training which will include the following LEP Plan components:

- Understanding Title VI, Executive Order 13166: LEP responsibilities
- Specific procedures to be followed when encountering LEP individuals
- How to use the Language Identification Flashcards
- How to contact professional interpreters
- How to use the TDD service

4. Monitoring and Updating the LEP Plan

This LEP Plan is subject to review annually, or more frequently if needed, to assure that the delivery of services to LEP individuals are appropriate and consistent with evolving standards of service and Title VI requirements.

This LEP Plan is designed to be flexible and should be viewed as a work-in-progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP individuals, and also to monitor changes in demographics, types of services, and to update the LEP Plan when appropriate.

Implementation and Dissemination of the LEP Plan

PCHC Program Manager is responsible for implementing the LEP plan. Copies of the LEP Plan have been distributed to all PCHC staff. It is their responsibility to disseminate LEP Plan information to agencies within the collaboration. The LEP Plan is provided to any person or agency requesting a copy. LEP individuals may obtain copies or translation of the plan upon request.

The PCHC LEP Plan is also available to the public on the PCHC's web site at: <http://www.pima.gov/elbanco>.

PCHC will maintain its policy of providing services to LEP individuals as needed to allow them to fully participate in affordable housing programs and events and will expand bilingual services as demand increases.

National Origin Discrimination Complaints

If you believe you have been discriminated against by a state or local government agency or an organization that receives funds from the federal government, you may file a complaint with:

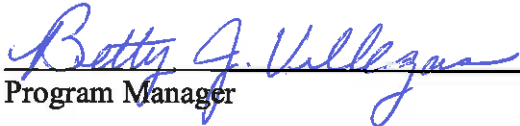
Department of Housing and Urban Development (HUD)
Office of Fair Housing and Equal Opportunity
451 Seventh St. SW, Room 5204
Washington, DC 20410-2000
(800) 669-9777

LEP Plan Contact Information

Questions or comments regarding this plan should be directed to:

Pima County Housing Center
Attn: Betty Villegas, Program Manager
801 W. Congress Street
Tucson, Az. 85745
(520) 624-2947

Authorized:



Program Manager



CDNC Department Director

Date:





LANGUAGE IDENTIFICATION FLASHCARD

Hello, I'm from the U.S. Census Bureau. Is someone here now who speaks English and can help us? If not, please write your phone number and someone will contact you in English.

01. English

Buenos días (Buenas tardes), soy de la Oficina del Censo de los Estados Unidos. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, por favor, anote su número de teléfono y alguien se comunicará con usted en español.

02. Español/
Spanish

Përshëndetje, unë vij nga Zyra e Regjistrimit të Popullsisë së Sh.B.A-së. A ndodhet dikush tani këtu që flet anglisht dhe mund të na ndihmojë? Nëse jo, ju lutemi shkruani numrin e telefonit tuaj dhe dikush do t'ju kontaktojë në gjuhën shqipe.

03. Shqip/
Albanian

እንደምንት ፣ ከአሜሪካ የሕዝብ ቆጠራ ቢሮ ነኝ ። አሁን እንግሊዘኛ ቋንቋ የሚናገር እና ሊረዳን የሚችል ሰው አለ? ከሌለ እባክትን የስልክ ቁጥርን ይጻፉልንና በአማርኛ የሚያናግርት ይናገሩልን።

04. ቱሻርቱሻሌ/
Amharic

مرحبًا، أنا من مكتب الإحصاء الأمريكي. هل يوجد هنا الآن شخص يتحدث الإنجليزية ويمكنه مساعدتنا؟ إذا كان لا يوجد، فلارجاء آتابة رقم هاتفكم وسيصل بكم أحد الأشخاص بلغة العربية.

05. العربية/
Arabic

Բարև Ձեզ, ես ԱՄՆ-ի Մարդահամարի Բյուրոյից եմ: Ներկա՞ է արդյոք մեկը, որը խոսում է Անսլերեն և կարող է մեզ օժննել: Եթե ոչ, մտրեք Ձեր հեռախոսի համարը և Ձեզ հետ կկապնվեն Չայերենով:

06. Չայերեն/
Armenian

হ্যালো, আমি ইউ.এস. সেন্সাস বিউরো থেকে এসেছি। এখানে এখন এমন কেউ আছেন কি যিনি ইংরেজি বলতে পারেন এবং আমাদের সাহায্য করতে পারেন যদি তেমন কেউ না থাকে, আপনার ফোন নম্বর লিখে দিন এবং আপনার সঙ্গে একজন বাংলায় যোগাযোগ করবেন।

07. বাংলা/
Bengali

Разрешете да ви се представя, аз съм служител на Бюрото по преброяване на населението на САЩ. Има ли тук някой, който говори английски и би могъл да ни помогне? Ако няма, моля, напишете своя телефонен номер, за да може някой от нашите служители да ви се обади на български.

08. български/
Bulgarian

• နို့သယူဝ်မသာ အနု နှ. ယနညကျ ကြမနကေ့ ပျညာနသညန. နမန ညသတ တသ ပစနဗျ နညါဗျ ညှိ
ခညေ့. နို့စ ကျိ ညသအယ စူနဗျန တမအန ပသကမ စသညန ညကာဘနမ ညှိ ပျညာနသညန တဂူ
ခေညအခေအ ပသက ငည နညါဗျ.

09. မြန်မာ/
Burmese

សូម្បី ខ្ញុំមកពីការិយាល័យជំរឿនរបស់សហរដ្ឋអាមេរិក ទូ ប្យ ។ ជនសុខ ពុរពុច ។ តើមាននរណានៅ ទីនេះដែលចេះនិយាយភាសាអង់គ្លេសហើយអាចជួយយើងបាន
នាទី ? ប្រសិនបើមិនមានទេ សូមសរសេរ លេខទូរស័ព្ទរបស់អ្នកមក ហើយនរណាម្នាក់នឹងទាក់ទងអ្នកជាការខ្លី ។

10. ភាសាខ្មែរ/
Cambodian

您好。我是为美国人口普查局工作的。您这里有没有会说英语的人可以帮助我们？如果没有，
请写下您的电话号码，然后将有人用中文与您联系。

11. 中文/
Chinese
(Simplified)

您好。我是为美国人口普查局工作的。請問您這裡有沒有會說英語的人可以幫助我們？如
果沒有，請寫下您的電話號碼，之後將有人使用中文與您聯絡。

12. 中文/
Chinese
(Traditional)

Dobar dan, ja sam iz Američkog biroa za cenzus. Ima li ovdje nekoga tko govori engleski i može
nam pomoći? Ako nema, molim Vas da napišete svoj broj telefona, pa ćemo stupiti s Vama u
kontakt na hrvatskom jeziku.

13. hrvatski/
Croatian

Dobrý den, jsem z Amerického úřadu pro sčítání lidu (U.S. Census Bureau). Je zde někdo, kdo
hovoří anglicky a může nám pomoci? Pokud ne, napište prosím své telefonní číslo a někdo Vás
bude kontaktovat v češtině.

14. čeština/
Czech

سلام، من در دفتر نفوس شماری، در ایالات متحده امریکا ایفای وظیفه مینمایم. آیا همراه شما،
ممین لحظه کسی است که با لسان انگلیسی آشنایی داشته باشد و ما را کمک کرده بتواند؟ اگر
نیست، پس لطفاً نمبرتیلیفون ترا بدهی تا به لسان هندی با شما در تماس شویم.

15. دری/
Dari

Kudual, yən yc raan de maktam de kuēn de koc de Amerika. Nəŋ raan yc jam ē thon de Linglith ləu
bē wok kony ē kē looiku? Na liu, ke yī gǔōr telepundu ku anəŋ raan bē yīin col ē thuonjān.

16. Thuonjān/
Dinka

Hallo, ik ben van het Amerikaanse Census Bureau. Is er iemand hier die Engels spreekt en ons kan
helpen? Als dat niet zo is, wilt u dan uw telefoonnummer opschrijven? Dan zal iemand telefonisch
contact met u opnemen in het Nederlands.

17. Nederlands/
Dutch

سلام. من يك كارمند اداره سرشماری ایالات متحده هستم. آیا کسی حالا اینجا هست که به زبان انگلیسی صحبت میکند و میتواند به ما کمک کند؟ اگر کسی نیست، لطفاً شماره تلفنتان را بنویسید، و یک نفر به زبان فارسی با شما تماس خواهد گرفت.

18. فارسی/
Farsi

Bonjour, je travaille pour le Bureau de Recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et puisse nous aider ? Sinon, notez votre numéro de téléphone pour que quelqu'un puisse vous contacter en Français.

19. Français/
French

Guten Tag, ich komme im Auftrag des Bundesbüro zu Durchführung von Volkszählungen. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, schreiben Sie bitte Ihre Telefonnummer auf und es wird sich jemand in deutscher Sprache mit Ihnen in Verbindung setzen.

20. Deutsch/
German

Γειά σας,
Είμαστε από την Υπηρεσία Απογραφής των ΗΠΑ. Είναι κανείς εδώ αυτή τη στιγμή που μιλάει Αγγλικά να μας εξυπηρετήσει; Αν όχι, παρακαλώ σημειώστε το τηλέφωνό σας και θα επικοινωνήσει κάποιος μαζί σας στα ΕΛΛΗΝΙΚΑ.

21. Ελληνικά/
Greek

Bonjou, mwen se anpwlaye biwo resansman ameriken. Èske m ka pale ak yon moun nan kay la ki konn pale anglè ? Si pa gen moun nan kay la ki pale anglè, tanpri ekri nimewo telefòn ou pou yon moun kki pale kreyòl ayisyen rele w.

22. kreyòl ayisyen/
Haitian Creole

שלום, אני ממושרד מפקד האוכלוסין של ארצות הברית. האם יש כאן מישהו ברגע זה שמדבר אנגלית ויכול לעזור לנו? במידה ולא, אנא כתבו את מספר הטלפון שלכם ומישהו ייצור קשר אתכם בשפה העברית.

23. עברית/
Hebrew

हेलो, मैं यू.एस. जनगणना ब्यूरो से हूँ। क्या अभी यहाँ ऐसा कोई व्यक्ति है जो अंग्रेजी बोलता हो और हमारी मदद कर सकता हो? यदि नहीं, तो कृपया अपना फोन नंबर लिखें और कोई व्यक्ति आपसे हिन्दी में संपर्क करेगा।

24. हिन्दी/
Hindi

Nyob zoo. Kuv tuaj hauv Teb Chaws Asmeskas Chaw Suav Pej Xeem tuaj. Puas muaj leej twg nyob hauv tsev uas txawj lus Askiv thiab pab tau peb? Yog tsis muaj, thov sau koj tus xov tooj tseg, mam li muaj ib tug neeg hais lus Hmoob hu tuaj rau koj.

25. Hmoob/
Hmong

Jó napot kívánok, az Egyesült Államok Népszámlálási Hivatalától vagyok. Van a közelben valaki, aki beszél angolul, és segíteni tud nekünk? Ha nem, kérem, írja le a telefonszámát, és kapcsolatba fogunk lépni Önnel magyarul.

26. Magyar/
Hungarian

Hello, taga Census Bureau ako ng U.S. Adda kadi kadakayo nga makapagsarita ti English ken mabalin nga tumulong kaniami? Nu awan paki surat yo iti numero iti telepono yo ta adda iti tumawag kaniayo nga ag Ilocano.

27. Ilocano/
Ilocano

Salve, chiamo da parte del Census Bureau degli Stati Uniti. C'è qualcuno che parla inglese ed è in grado di aiutarci? In caso negativo, scriva il numero di telefono e sarà contattato da qualcuno che parla Italiano.

28. Italiano/
Italian

こんにちは。私は米国勢調査局の係員です。こちらには英語を理解できこの調査にご協力いただける方がいらっしゃいますか？もしない場合は、あなたのお電話番号をお書きいただければ、日本語を話す係員が連絡をいたします。

29. 日本語/
Japanese

안녕하세요. 저는 미국 인구조사국에서 일하고 있습니다. 영어를 사용하시는 분 중에 저희를 도와 주실 수 있는 분이 여기 계십니까? 없으신 경우, 전화번호를 적어주시면 한국어를 할 수 있는 직원이 연락을 드릴 것입니다.

30. 한국어/
Korean

ສະບາຍດີ, ຂ້າພະເຈົ້າ ມາຈາກສຳນັກງານສຳຫຼວດພົນລະເມືອງ ແຫ່ງສະຫະລັດອາເມລິກາ. ມີໃຜຢູ່ທີ່ນີ້ ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ກະລຸນາຂຽນເລກ ໂທລະສັບຂອງທ່ານ ແລະ ພວກເຮົາ ຈະຕິດຕໍ່ຫາທ່ານ ເປັນພາສາລາວ.

31. ພາສາລາວ/
Laotian

Sveiki, aš esu iš JAV Gyventojų surašymo biuro. Ar čia dabar yra kas nors, kas kalba angliškai ir galėtų mums padėti? Jei ne, prašome užrašyti savo telefono numerį ir su jumis susisieks lietuvių kalba.

32. Lietuvių/
Lithuanian

ഹലോ, ഞാൻ യു എസ് സെൻസസ് ബ്യൂറോയിൽ നിന്നാണ്. ഇംഗ്ലീഷ് സംസാരിക്കുന്ന ആരെങ്കിലും ഇപ്പോൾ ഇവിടെയുണ്ടോ ഞങ്ങളെ സഹായിക്കാൻ? ഇല്ലെങ്കിൽ, നിങ്ങളുടെ ടെലിഫോൺ നമ്പർ എഴുതി നൽകുക. മലയാളത്തിൽ സംസാരിക്കുന്ന ആരെങ്കിലും താങ്കളെ ബന്ധപ്പെടും.

33. മലയാളം/
Malayalam

Yá'át'ééh, Neeznáá nináháháágo Bila'ashdla'ii náóltah bit haz'á bá naashnish. Háidaa'ish kóq Bilagáanaa biq zaad yee yá'ti'ígíí hólq? 'Ádingo 'éí nibéésh bee hane'é nihá 'á'dííllíít dóó t'áá háida t'áá Diné Bizaad yee yá'ti'ígíí nich'í'í' náhodoólnih.

34. Diné Bizaad/
Navajo

नमस्ते, म अमेरिकाको जनगणना अफिसबाट आएको । यहाँ अंग्रेजी बोल्न जान्ने अन्त हामीलाई मदत गर्नसक्ने कोहि मान्छे छन ? नभा, तपाईंको फोन नम्बर लेखिदिनु अनि कसैले तपाईंसित नेपाली भाषामा कुरा गर्नेछन् ।

35. नेपाली/
Nepali

ਹੈਲੋ, ਮੈਂ ਯੂ ਐੱਸ. ਜਨਗਣਨਾ ਬਿਊਰੋ ਵਲੋਂ ਆਇਆ/ਆਈ ਹਾਂ। ਕੀ ਇਥੇ ਕੋਈ ਅੰਗਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ ਅਤੇ ਸਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ? ਜੇ ਨਹੀਂ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣਾ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਦਿਉ ਅਤੇ ਕੋਈ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੰਪਰਕ ਕਰੇਗਾ।

36. ਪੰਜਾਬੀ/
Punjabi

Dzień dobry. Jestem z Amerykańskiego Biura Spisu Ludności. Czy ktoś tutaj mówi po angielsku i mógłby nam pomóc? Jeżeli nie, proszę napisać swój numer telefonu, a ktoś skontaktuje się z Państwem po polsku.

37. Polski/
Polish

Olá, sou do Serviço de censo dos Estados Unidos. Alguém aqui fala inglês e pode nos ajudar? Caso contrário, escreva seu telefone e alguém vai entrar em contato com você em português.

38. Português/
Portuguese

Bună ziua, sunt de la Biroul de Recensământ al S.U.A. Este cineva aici, în acest moment, care vorbește engleză și ne poate ajuta? Dacă nu, vă rog scrieți-vă numărul de telefon și cineva vă va contacta telefonic în română.

39. Română/
Romanian

Здравствуйте! Я представляю Бюро переписи населения Соединенных Штатов. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то, пожалуйста, напишите свой телефонный номер, чтобы наши сотрудники могли побеседовать с вами по-русски.

40. русский/
Russian

Добар дан, ја сам из Америчког бироа за попис становништва. Да ли овде има некога ко говори енглески и може да нам помогне? Ако нема, молим Вас да напишете свој број телефона, па ћемо контактирати с Вама на српском језику.

41. српски/
Serbian

Hallo, Waxaan anigu ka tirsanahay Xafiiska Tirakoobka Mareykanka. Halkan ciddi ma Joogta hadda oo ku hadasha Ingiriisiga oo na caawin karta? Haddi kalese, fadlan qor lambarka talafoonkaaga markaasna qof ayaa kugulasoo xidhiidhi doona adiga Soomaalliga.

42. Soomaali/
Somali

Halo, nimetoka Shirika la Sensa la Merika Je, kuna mtu hapa sasa anayezungumza Kiingereza na anaweza kutusaidia? Ikiwa hakuna, tafadhali andika nambari yako ya simu na mtu atawasiliana na wewe kwa Kiswahili.

43. Kiswahili/
Swahili

Hello, Ako'y galing sa U.S. Census Bureau. Mayroon ba ditong marunong magsalita ng Ingles at makakatulong sa amin ngayon? Kung wala, pakisulat ang telepono ninyo at may tatawag sa inyo sa Tagalog.

44. Tagalog/
Tagalog

สวัสดีครับ/คะ ผม/ดิฉันเป็นเจ้าหน้าที่จากสำนักงานส่งเสริมประชากรสหรัฐ มีใครพอจะพูดภาษาอังกฤษเพื่อช่วยแปลไดบ้างหรือเปล่า ครับ/คะ ถ้าไม่มีช่วยแจ้งเบอร์โทรศัพท์เพื่อที่เราจะสามารถติดต่อกลับมาใหม่ได้เป็นภาษาไทย

45. ไทย/
Thai

ሃሎው፡ ከብ ቤት ጽሑፊት ምኞጣር ሕዝቢ አጭሪክ እየ ኣኑ። ሕጻ እንግሊዝኛ ዝዘራረብን ክሕግዘን ዝእኡልን ሰብ ኣብዚ ኣሎዶ? እንተዘይኮነ፡ ብክብረትኩም ቁጽሪ ህለፎንኩም ጽሑፉም ኣደሰብ ብትግርኛ ክሃረበኩም እዩ።

46. ትግርኛ/
Tigrinya

Merhaba, A.B.D. İstatistik Bürosu'ndanım. Orada İngilizce konuşan ve bize yardım edebilecek birisi var mı? Yoksa, lütfen telefon numaranızı yazın, sizinle Türkçe dilinde temasa geçilecek.

47. TÜRKÇE/
Turkish

Привіт, Ми з США. Сенсес Бюро. Тут є хтось, хто володіє англійською мовою і може допомогти нам? Якщо ні, будь ласка, запишіть ваш телефонний номер і з вами зв'яжуться на українській мові.

48. українська
мова/
Ukrainian

ہیلو، میں امریکی مردم شماری بیورو سے ہوں۔ کیا یہاں کوئی ایسا شخص ہے جو انگریزی بولتا ہو اور ہماری مدد کر سکتا ہو؟ اگر نہیں، تو براہ کرم اپنا فون نمبر لکھوائیں اور کوئی شخص آپ سے اردو زبان میں رابطہ کرے گا۔

49. اردو/
Urdu

Xin chào, tôi là nhân viên của Cục Thống Kê Dân Số Hoa Kỳ. Ở đây hiện có ai biết nói tiếng Anh và có thể giúp chúng tôi không? Nếu không, xin vui lòng ghi lại số điện thoại của quý vị. Chúng tôi sẽ liên lạc lại với quý vị bằng tiếng Việt.

50. Tiếng Việt/
Vietnamese

האלאו, איך בין פון די יונייטעד סטעיטס צענזוס ביורא. איז פאראן דא איינער וואס רעדט ענגליש און קען אונז העלפן? אויב נישט, ביטע שרייבט אראפ אייער טעלעפאן נומער און איינער וועט זיך פארשטענדיגן מיט אייך אויף אידיש.

51. אידיש/
Yiddish

AVISO

Si necesita asistencia en

Español, por favor

informe a recepcionista

para auto-identificarse.

Gracias