

Boston Housing Authority
The Four Factor Analysis for the Limited English Proficiency Policy
(October 2013)

A. Mission Statement

The goal of the Boston Housing Authority is:

- to provide stable, quality affordable housing and rental subsidies for low and moderate income persons;
- to deliver these services with integrity and mutual accountability;
- and to create living environments which serve as catalysts for the transformation from dependency to economic self-sufficiency.

B. Background

The Boston Housing Authority is the largest landlord in Boston and the largest public housing authority in New England. As such, the BHA houses approximately 10 percent of the city's residents through its programs.

In addition to providing conventional public housing, the Boston Housing Authority also provides affordable housing through the administration of several rental assistance programs. These programs include the federal Section 8 Voucher Program, as well as the state funded Massachusetts Rental Voucher Program that is overseen by the Department of Housing and Community Development.

The BHA's state and federal portfolio and rental assistance programs make it one of the top ten largest housing authorities in the nation.

C. Four Factor Analysis

1. Number or proportion of Limited English Proficient (LEP) persons served or encountered in the eligible service population.

A. Eligible Service Population

The BHA administers two main housing programs for low and extremely low income households, public housing and rental assistance, funded by both the state and federal government. The BHA administers its public housing portfolio within the City of Boston. The BHA administers its rental assistance programs within the state of Massachusetts. Applicants to these programs are primarily from the state of Massachusetts although applications from households out of state are occasionally received by the BHA.

The BHA determined that the service populations for its programs are low and extremely low income households in the state of Massachusetts. However, due to the large concentration of service provided by the BHA in Boston, the BHA compared data on LEP persons from all Massachusetts households to Boston households to determine if the language needs of these households are different. In addition, the BHA reviewed the languages spoken by residents of

its public housing by development to determine if the language needs of LEP persons at individual developments are different than the city or state as a whole.

B. BHA Determination of Interpretation/Translation needs of service population

Based upon an analysis of both the 2010 US Census data, BHA data on applicants, residents and participants, and the requests for interpreters, BHA has determined the following:

1. Vital Documents will be translated into Spanish and Chinese; and
2. Most frequent oral interpretation needs of LEP persons in service area include Spanish, Chinese (Cantonese and Mandarin), Haitian Creole, Cape Verdean, Vietnamese, Arabic, and Somali. Other needs also include Portuguese, Russian, French, Albanian, Amharic, Polish, and Farsi.

Data analyzed to make the above determination are attached to this document as Exhibits.

2. Frequency with which LEP persons come into contact with the program.

The following BHA departments offer direct services to public housing residents, Section 8 voucher holders and applicants. These direct service departments underwent training on the LEP Policy in 2010 and BHA housing managers, in particular, had a training refresher in June 2013. All direct service departments are familiar with the use of the Language Identification Card, the Language Advisory, and the Interpreter Request Form. They are also familiar with the process of requesting interpreters and written translations, as well as the availability of BHA's Spanish Lines (in operation in December 2010) and its Chinese Line (in operation in July 2011), both of which provide timely interpretation to BHA clients over the phone.

Department of Grievances and Appeals (DGA)

Conducts hearings of public housing residents with disputes with the BHA frequently involving delinquency in the payment of rent, breach and chronic breach of resident lease, rules and regulations, non-verifiable income, assignment or transfer of possession, and misrepresentation; conducts hearings for Section 8 residents charged with violations of a family obligation or of fraud against the program; and, conducts remaining family member grievance hearing; and conducts hearings on applicants challenges to a determination of withdrawal or ineligibility for public housing or Section 8.

Occupancy Department

Distributes and accepts public housing and Section 8 applications; assesses and processes transfer and residual tenancy requests; provides information to the public regarding programs; responds to status inquiries; conducts eligibility interviews; and determines eligibility for housing programs.

Leased Housing Division

Provides customer service for all Section 8 tenants and landlords. Issues vouchers; conducts rental briefings; reviews rental packages; completes interim and annual income and family composition recertifications and assesses and processes residual tenancy requests" Inspects

apartments for compliance with federal housing quality standards and conducts landlord outreach activities.

Operations Department and Development Manager Offices

Process rentals, move-outs, and interim and annual income and family composition reviews; process request for transfers or to add household members; respond to resident requests for information and assistance; meet with residents regarding tenancy matters; initiate referrals for social services or for legal proceedings where appropriate; participate in tenant meetings.

Community Services Department

The Community Services Department is responsible for the delivery of programs and services to public housing residents. The mission of the Community Services Department is to expand employment opportunities and skills training for BHA residents; to respond to the individual social service needs of youths, families and seniors; and, to build the capacity of local tenant organizations by providing training and technical assistance. In pursuit of this mission, the department will strengthen its existing collaborations and initiate new partnerships to expand access to social, educational, vocational, health and other critically needed services.

Office of Civil Rights

(OCR) - Serves applicants, and residents with disabilities and/or their advocates; provides assistance regarding reasonable accommodation requests. It investigates complaints of alleged employment and housing discrimination from employees, applicants for employment, residents, and applicants for public housing and Section 8; assists residents who are recipients of public assistance, unemployed, or underemployed to become economically self-sufficient by providing job placement, training, business development supportive services and educational opportunities. The Language Access Division, which implements the agency's Limited English Proficiency Policy, is also situated in OCR.

Work Order Call Center

Processes emergency services requests and schedules routine repairs for public housing residents.

Communications Department

As BHA's media and public relations arm, the Communication Department is responsible for developing, coordinating and disseminating information about BHA and its work to internal and external audiences including residents, employees, and the general public. CD responds to all inquiries from the media and circulates press releases announcing newsworthy events; produces a quarterly newsletter for residents, a weekly employee newsletter, and a variety of publications such as annual reports and brochures." CD also maintains BHA's website, which is undergoing a major redevelopment and will include multilingual features upon completion.

Legal Department

The Legal Department provides legal representation of the Boston Housing Authority in all aspects of BHA's operations, including litigation, contracts, development, procurement and regulatory compliance matters. Principal interaction with residents occurs at grievance hearings in the BHA's DGA; at the Boston Housing Court in eviction and lease-related proceedings; with applicants, residents, and Section 8 tenants at the Massachusetts Commission Against Discrimination; and with tenants regarding the DHCD tenant selection appeals.

Public Safety Department

Working closely with BHA management staff, residents, community organizations and other law enforcement agencies, the Department provides public safety services throughout BHA developments that include protection of life and property; resolution of conflict; reduction of opportunities for the commission of crime; identification, apprehension, and prosecution of offenders; and preservation of the peace. It consists of two divisions. The BHA Police Division meets with residents and agency staff regarding issues of concern, and serves as an enhancement to the policing services provided by the Boston Police Department, which continues to provide emergency services to BHA residents. The Senior Safety Division provides security coverage at the BHA elderly/disabled developments, the administrative offices and at the John J. Murphy Housing Service Center in downtown Boston.

3. Nature and importance of the program, activity, or service provided by the program.

The BHA has focused, and will continue to focus, its efforts on providing language services in the areas of eligibility for public housing and section 8, recertification of eligibility and termination of these benefits, because these aspects of BHA's operations are most likely to have the greatest impact on LEP persons.

A. Provision of Interpreter Services (Oral Language Services)

BHA provides and will continue to provide interpretation services through bilingual employees, interns, volunteers through the BHA Volunteer Interpreters Program, and contract vendors. From October 1, 2012 to September 30, 2013, BHA has filled 1,302 documented (and generally, pre-arranged) requests for interpreters in 21 languages (Akan, Albanian, Amharic, Arabic, Bamileke, Bosnian, Cape Verdean, Chinese [134 Cantonese, 66 Mandarin, and 2 Toisanese], Farsi, French, Haitian Creole, Italian, Mende, Nigerian, Polish, Portuguese, Russian, Somali, Spanish, Tigrinya, and Vietnamese). From September 1, 2012 to June 30, 2013, BHA utilized the Language Line in 210 occasions to provide swift coverage in 19 languages, including Akan, Albanian, Amharic, Arabic, Cambodian, Chinese (17 Cantonese and 9 Mandarin and 1 Toisanese), Dinka, Farsi, French, Haitian Creole, Patois, Polish, Portuguese, Russian, Somali, Spanish, Thai, Tigrinya, and Vietnamese.

BHA provides interpretation services for the following activities, including but not limited to the following:

- Eligibility Interview
- Rental Interview/Lease Signing
- Voucher Briefing
- Tenant/Applicant/Participant Hearings
- Initial, Annual and Interim Recertification
- Private Conference
- Emergency Transfer Interview
- Fraud Investigation
- Settlement Discussion
- Residents-Management Meeting

- BHA provides phone prompts in Spanish and Chinese for current and prospective applicants, voucher holders, and residents who wish to contact BHA through its main number. There are 3 designated phone lines (2 Spanish and 1 Chinese for Mandarin and Cantonese) with Language Access staff and volunteers standing by to interpret for callers during BHA's business hours. The staff and volunteers have assisted over 10,300 calls from October 1, 2012 to September 30, 2013 and a handful of the calls that came through the Spanish Lines were Haitian Creole, Cape Verdean, Portuguese, Somali, and Vietnamese.
- BHA Work Order Call Center assists in the prompt provision of emergency services and the prompt scheduling of routine repairs for public housing residents. The Work Order Call Center has Spanish speaking staff to assist LEP callers and utilizes the Language Line for other language needs. The Language Access staff and volunteers assist residents in placing or following up on a work order, especially in languages additional to Spanish.
- BHA includes on its documents a tagline (also referred as the Language Advisory) in different languages that an oral interpretation of the documents is available, with contact information on requesting an interpretation.
- BHA also uses the "I speak" cards (Language Identification Card) at all areas of contact with LEP persons.
- BHA Language Access staff continues to create multilingual flyers and signage for Management Offices that facilitate communication with LEP residents.

B. Translation of Written Materials

Based on the HUD Guidance, "Vital Documents" are documents that solicit or contain information for establishing or maintaining eligibility to participate in BHA's programs or services, or documents that create or define legally enforceable rights or responsibilities; BHA's Vital Documents have been or will be translated into Spanish and Chinese on an ongoing basis as allowed by available appropriated funds. BHA's Vital Documents include, but are not limited to:

- Applications to receive services, benefits or participate in programs or activities
- Annual Reviews/Income Recertifications
- Notices of public hearings
- Notices containing information regarding eligibility or participation criteria
- Notices advising of free language assistance
- Public Housing Leases
- 14 and 30-day Notices to Quit
- Notices of rights, denial, loss, or reduction of benefits or services
- Hearing notices
- Discrimination complaints
- Resident Grievance Procedure
- Transfer Guide

Between October 1, 2012 to September 30, 2013, BHA has translated over 290 pages of Vital Documents from English to Spanish and Chinese, and cumulatively, over 1,000 pages since the inception of the Language Access Division in April 2010. BHA also continues to expand its trilingual (English-Spanish-Chinese) glossary of frequently-used housing terms, which serves as a useful tool for its volunteer interpreters.

4. Resources available to the recipient and costs to the recipient.

BHA currently provides and will continue to provide without charge the following language services to its residents, Section 8 participating families and applicants:

- Bilingual employees, interns, vendors, and volunteers provide interpretation and translation services for applicants, residents and Section 8 participants.
- Interpretation Services are scheduled when requested for eligibility interviews, rental appointments, termination of tenancy hearings, and applicant appeals of ineligibility determinations.
- Interpretation services are provided when requested for BHA's public hearings.
- Interpretation services are provided at residents meetings when requested by the Local Tenants Organizations, as part of the new Limited English Proficiency Initiative-Residents Corps collaborative.
- BHA utilizes Language Line, a contract vendor, to provide interpretation for residents requesting emergency services and repairs or other information related to their tenancy, and to provide backup coverage for current and prospective applicants to all BHA programs and for Section 8 voucher holders.
- BHA provides public housing leases in Spanish, Chinese, Haitian Creole, Russian, and Vietnamese.
- BHA utilizes Boston Housing Court interpreters to provide interpretation and translation services for residents involved in court action with the BHA.
- BHA's Office of Civil Rights utilizes bilingual employees, interns, and vendors to assist residents, applicants and Section 8 participants in the filing and investigation of Civil Rights complaints.
- Section 8 briefing sessions on both the voucher and Family Self Sufficiency Program are conducted in Spanish.
- Community Services Department tracks language service requests for its Public Housing Family Self Sufficiency Program, and provides trilingual (English, Spanish, and Chinese) program briefing sessions and info notices for its other services.
- Occupancy Department tracks languages spoken and read by applicants to all BHA programs and language services provided.
- Operations Department tracks languages spoken and read by residents in BHA's public housing developments.
- Leased Housing tracks language spoken and read by households which it serves.

BHA will continue to translate Vital Documents and utilize available translation resources from HUD, DHCD and other agencies. Through its Bilingual Internships and Volunteer Interpreters Program, BHA's Language Access Division will continue to build its language resources by recruiting and training bilingual volunteers from local communities and educational institutions, and exploring partnerships with those institutions. The Volunteer Interpreters Program sustains a pool of 116 active volunteers who have in 2013, provided 928 hours of service in 13 languages. The pool currently has the capacity to cover 25 languages.



Volunteer Interpreters Program

10/1/2012 - 9/30/2013



BOSTON HOUSING AUTHORITY

LEP Updates and Accomplishments

1	Amharic
2	Arabic
3	Bassa
4	Burmese
5	Cape Verdean
6	Chinese
7	Ewe Kabye
8	Farsi
9	French
10	German
11	Haitian Creole
12	Italian
13	Japanese
14	Karakh
15	Khmer
16	Luganda
17	Mongolian
18	Polish
19	Portuguese
20	Romanian
21	Russian
22	Somali
23	Spanish
24	Swahili
25	Vietnamese

(Table 1)

➤ Trained **116** volunteers from colleges, high schools and community organizations in **17** training sessions;

➤ **128** active volunteers for **25** languages (see Table 1);

➤ Volunteered **928** hours;

➤ Provided coverage in **13** languages (see Table 2);

➤ Served over **400** occasions, including Spanish/Chinese Line, interpretation for screening and hearing, and written translation.

Albanian
Amharic
Arabic
Cape Verdean
Chinese (Cantonese & Mandarin)
Farsi
French
Haitian Creole
Italian
Portuguese
Russian
Spanish
Vietnamese

(Table 2)

10/1/2012-9/30/2013

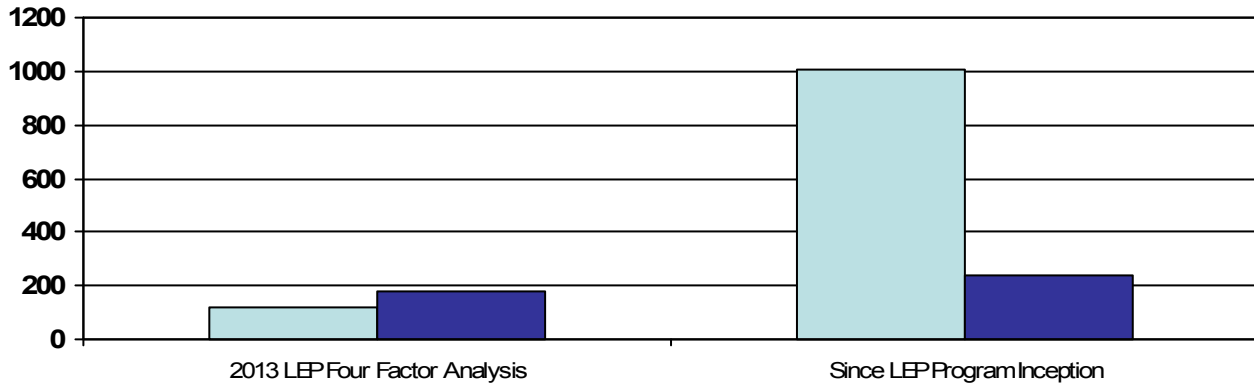
4/1/2010-9/30/2013

**2014 BHA Annual Plan
2013 LEP Four Factor Analysis**

**Cumulative Data
Since LEP Program Inception**

➤ **294** pages of documents translated from English to Spanish and/or Chinese (116 pages are new documents and 178 pages are previously translated documents with updates).

➤ **1004** pages of documents translated from English to Spanish and/or Chinese (240 pages of previously translated documents were updated).



Translation Summary 4/1/2010-9/30/2013

Total English Documents

- 461 Documents
- 1004 Pages

Translation Summary

Spanish

- 420 Documents
- 932 Pages

Chinese

- 420 Documents
- 885 Pages

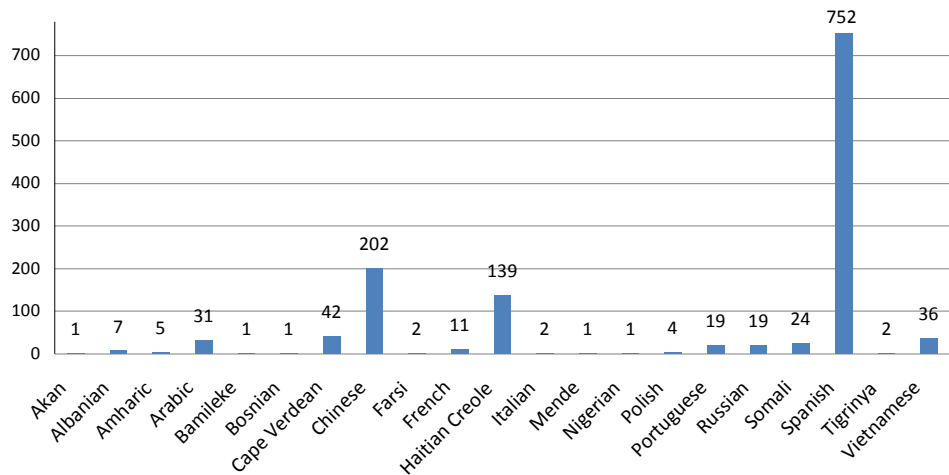
# of Pages Translated by Department		
Occupancy Department	338	33.7%
Legal Department	200	19.9%
Administration Department	84	8.4%
BHA Developments	77	7.7%
Operations	70	7.0%
Real Estate Development	47	4.7%
Leased Housing	39	3.9%
Leased Housing - Heritage PBV	36	3.6%
Operations - Work Orders	31	3.1%
Smoke-Free	18	1.8%
Community Services	18	1.8%
Grievances and Appeals	12	1.2%
Risk Management	7	0.7%
OCR	6	0.6%
Section 3	6	0.6%
Capital Construction	5	0.5%
Local Tenant Organization	5	0.5%
Public Safety	2	0.2%
Purchasing Department	2	0.2%
LEP	1	0.1%
Total	1003	100.0%

Summary of Interpreter Requests * (10/1/2012-9/30/2013)

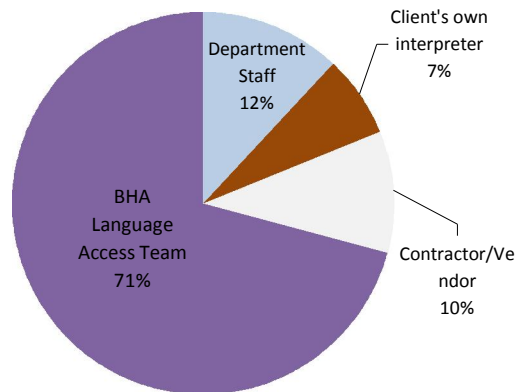
* Data only includes in-person interpretation and is excluded the use of Language Line

Language Requested	Frequency	Percentage	Request Frequency by Department											Service Frequency by Provider			
			Administration	Civil Rights	Grievances & Appeals	Human Resources	Housing Development	Leased Housing	Legal	Occupancy	Operations	Planning & Real Estate	Public Safety	Department Staff	Client's own interpreter	Contractor/Vendor	BHA Language Access Team
Akan	1	0.08%									1					1	
Albanian	7	0.54%			1					6					1	2	4
Amharic	5	0.38%								5					4	1	
Arabic	31	2.38%			7				1	21			2	4	17	10	
Bamileke	1	0.08%								1				1			
Bosnian	1	0.08%								1					1		
Cape Verdean	42	3.23%			7				1	33	1			1	9	8	24
Chinese	202	15.51%	2	3	35		27	12	1	117		3	2	24	6	23	149
Farsi	2	0.15%			1				1								2
French	11	0.84%					1			10					2	1	8
Haitian Creole	139	10.68%			20		7	5	1	106					16	6	117
Italian	2	0.15%			1		1									1	1
Mende	1	0.08%								1						1	
Nigerian	1	0.08%								1					1		
Polish	4	0.31%								4						4	
Portuguese	19	1.46%			1				1	17					5	1	13
Russian	19	1.46%							3	16					2	6	11
Somali	24	1.84%			5		3	1		15						24	
Spanish	752	57.76%	1	7	175	1	12	44	7	464		11	30	130	41	3	578
Tigrinya	2	0.15%								2						2	
Vietnamese	36	2.76%			7		3	8	1	16			1	2	1	28	5
Total	1302	100%	3	10	260	2	53	77	10	837	1	14	35	157	89	133	923

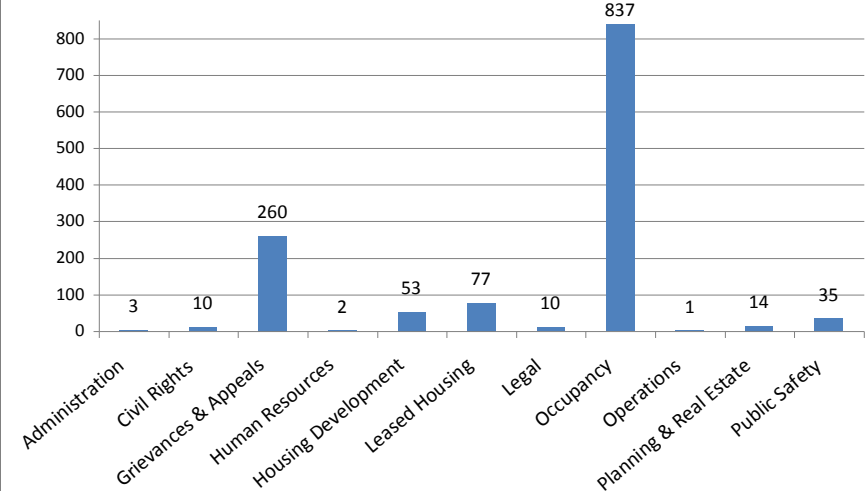
Requests by Language



Services by Provider



Requests by Department

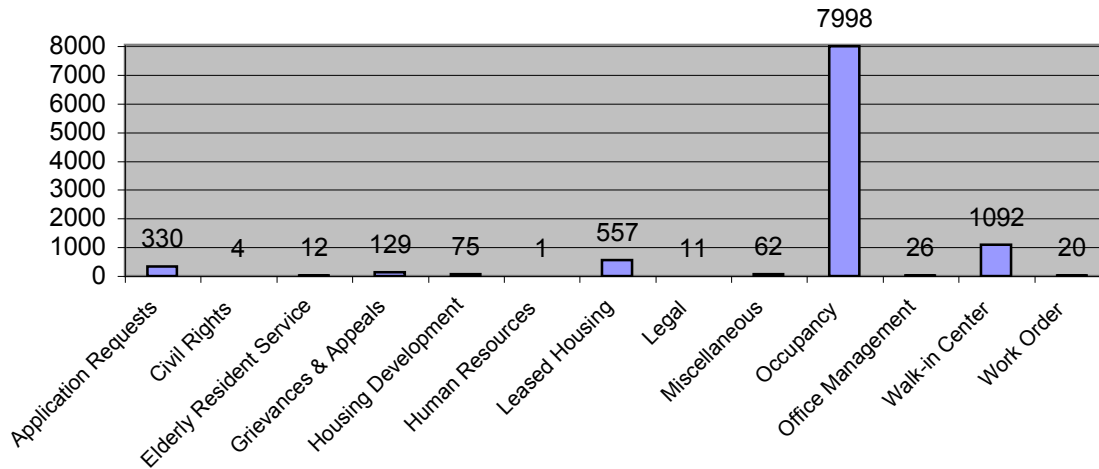


Note: The "Chinese" language category includes Cantonese(134), Mandarin(66) and Toisanese(2).

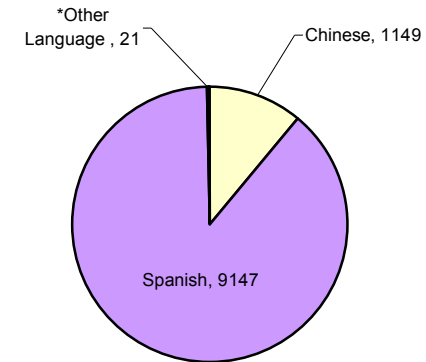
Summary of BHA LEP Call Center (10/1/2012-9/30/2013)

Annual Summary	Application Requests	Civil Rights	Elderly Resident Service	Grievances & Appeals	Housing Development	Human Resources	Leased Housing	Legal	Miscellaneous	Occupancy	Office Management	Walk-in Center	Work Order	Total Calls	%
Chinese	25		12	61	33		20	2	17	324	22	622	11	1149	11.14%
Spanish	305	4		68	41	1	535	9	40	7662	4	469	9	9147	88.66%
*Other Language					1		2		5	12		1		21	0.20%
Total Calls	330	4	12	129	75	1	557	11	62	7998	26	1092	20	10317	
%	3.20%	0.04%	0.12%	1.25%	0.73%	0.01%	5.40%	0.11%	0.60%	77.52%	0.25%	10.58%	0.19%	100%	

Calls by Department



Calls by Language



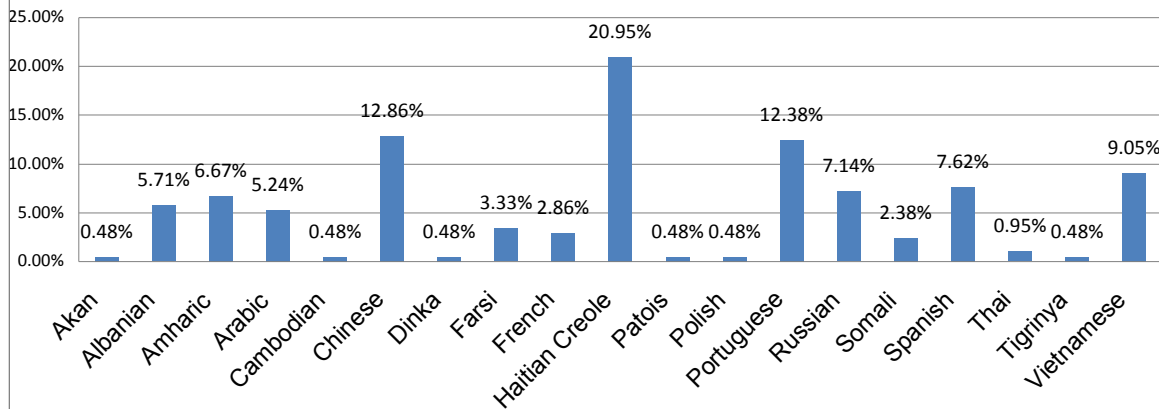
* The "Other Language" category includes Cape Verdean, Haitian Creole, Portuguese, Somali and Vietnamese.

Use of Language Line Service

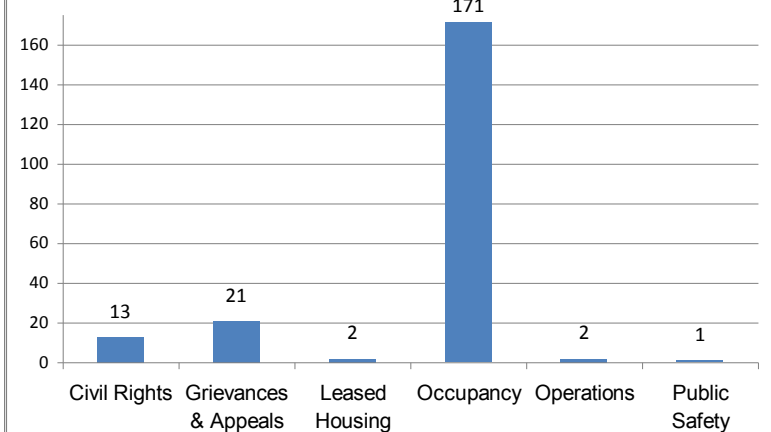
(9/1/2012- 6/30/2013)

Language Requested	Frequency	Percentage	Request Frequency by Department					
			Civil Rights	Grievances & Appeals	Leased Housing	Occupancy	Operations	Public Safety
Akan	1	0.48%				1		
Albanian	12	5.71%				12		
Amharic	14	6.67%				14		
Arabic	11	5.24%				9	1	1
Cambodian	1	0.48%					1	
Chinese	27	12.86%		2		25		
Dinka	1	0.48%	1					
Farsi	7	3.33%				7		
French	6	2.86%	1			5		
Haitian Creole	44	20.95%	1	5		38		
Patois	1	0.48%				1		
Polish	1	0.48%				1		
Portuguese	26	12.38%	9	5		12		
Russian	15	7.14%	1	1		13		
Somali	5	2.38%		1	2	2		
Spanish	16	7.62%		6		10		
Thai	2	0.95%				2		
Tigrinya	1	0.48%				1		
Vietnamese	19	9.05%		1		18		
Total	210	100%	13	21	2	171	2	1

Requests by Language



Requests by Department



Note: The "Chinese" language category includes Cantonese (17), Mandarin (9) and Toishanese (1).

Total Applicants 39182

Language	Read	% of Whole	% of Responses	Spoken	% of Whole	% of Responses
Albanian	40	0.10%	0.11%	42	0.11%	0.11%
Amharic	63	0.16%	0.17%	55	0.14%	0.15%
Arabic	158	0.40%	0.43%	166	0.42%	0.45%
Armenian	1	0.00%	0.00%	2	0.01%	0.01%
Bengla	5	0.01%	0.01%	6	0.02%	0.02%
Braille	1	0.00%	0.00%	0	0.00%	0.00%
Cambodian	7	0.02%	0.02%	8	0.02%	0.02%
Cantonese	205	0.52%	0.56%	397	1.01%	1.08%
Cape Verde	293	0.75%	0.81%	339	0.87%	0.92%
Chinese	1657	4.23%	4.56%	1652	4.22%	4.47%
English	19701	50.28%	54.18%	20796	53.08%	56.32%
Farsi	9	0.02%	0.02%	10	0.03%	0.03%
French	237	0.60%	0.65%	219	0.56%	0.59%
German	1	0.00%	0.00%	2	0.01%	0.01%
Greek	6	0.02%	0.02%	6	0.02%	0.02%
Haitian/Creole	663	1.69%	1.82%	706	1.80%	1.91%
Hindi	6	0.02%	0.02%	5	0.01%	0.01%
Italian	6	0.02%	0.02%	6	0.02%	0.02%
Korean	5	0.01%	0.01%	5	0.01%	0.01%
Kurdish	1	0.00%	0.00%	1	0.00%	0.00%
Mandarin	70	0.18%	0.19%	108	0.28%	0.29%
Other	46	0.12%	0.13%	149	0.38%	0.40%
Persian	0	0.00%	0.00%	1	0.00%	0.00%
Polish	14	0.04%	0.04%	13	0.03%	0.04%
Portuguese/Creole	244	0.62%	0.67%	211	0.54%	0.57%
Russian	208	0.53%	0.57%	223	0.57%	0.60%
Sign Language	0	0.00%	0.00%	17	0.04%	0.05%
Somalian	118	0.30%	0.32%	110	0.28%	0.30%
Spanish	4830	12.33%	13.28%	4506	11.50%	12.20%
Swahili	4	0.01%	0.01%	4	0.01%	0.01%
Thai	6	0.02%	0.02%	5	0.01%	0.01%
Tigrina	5	0.01%	0.01%	6	0.02%	0.02%
TTY	1	0.00%	0.00%	0	0.00%	0.00%
Vietnamese	333	0.85%	1.15%	301	0.77%	1.00%
Sub-total	28944			30077		
Unverified	10238	26.13%		9105	23.24%	

Section 8 - Federal Leased Housing - 2013

Language	Read		Spoken	
Albanian	1	0.01%	1	0.01%
Amharic	6	0.04%	5	0.04%
Arabic	7	0.05%	8	0.06%
Armenian	0	0.00%	1	0.01%
Bengla	1	0.01%	1	0.01%
Braille	1	0.01%	0	0.00%
Cambodian	12	0.08%	11	0.07%
Cantonese	47	0.35%	57	0.44%
Cape Verde	38	0.26%	39	0.26%
Chinese	104	0.82%	89	0.71%
English	10069	74.28%	10095	74.48%
Farsi	3	0.02%	3	0.02%
French	13	0.13%	12	0.12%
Greek	3	0.02%	3	0.02%
Haitian/Creole	72	0.48%	72	0.48%
Italian	14	0.12%	12	0.10%
Mandarin	3	0.03%	4	0.03%
Other	7	0.05%	5	0.03%
Portuguese/Creole	29	0.23%	26	0.21%
Russian	94	0.71%	97	0.73%
Sign Language	0	0.00%	8	0.06%
Somalian	45	0.31%	38	0.28%
Spanish	1389	9.93%	1377	9.84%
Thai	2	0.01%	2	0.01%
Tigrina	1	0.01%	2	0.01%
TTY	2	0.02%	0	0.00%
unverified	794	10.61%	788	10.55%
Vietnamese	188	1.39%	190	1.41%
Xoruba	769	0.01%	768	0.01%

Dev#	Development	Albanian	Amharic	Arabic	Armenian	Cambodian	Cantonese	Cape Verde	Chinese	English	Farsi	French	Haitian/Creole	Hindi	Italian	Korean	Macedonian	Mandarin	Other	Polish	Portuguese/Creole	Russian	Sign Language	Somalian	Spanish	Swahili	Tigrina	Vietnamese	TBD
101	Charlestown	0	2	1	0	2	25	6	36	579	0	16	3	0	0	0	0	4	0	0	1	1	0	23	268	0	0	12	94
104	Lenox Street	0	0	3	2	2	1	1	7	116	0	3	1	0	0	0	0	0	1	0	0	0	0	1	118	0	0	2	18
106	Cathedral	0	0	0	0	0	4	0	9	189	0	0	0	0	0	0	0	1	0	0	1	0	0	5	83	0	0	0	112
107	Heath Street	0	0	0	0	0	0	2	2	98	0	0	2	0	0	0	0	0	0	0	0	0	0	9	70	0	0	0	23
111	Whittier Street	0	0	0	0	0	0	0	1	81	0	1	0	0	0	0	0	0	1	0	4	1	0	3	84	0	0	1	20
114	Alice Taylor	0	0	1	0	0	0	0	8	210	0	1	0	0	0	0	0	0	3	0	2	0	0	0	94	0	0	1	32
119	Bromley Park	0	1	0	0	0	2	0	1	255	0	3	5	0	0	0	0	1	0	0	0	1	0	7	158	0	0	0	40
123	Mary Ellen McCormack	1	1	2	0	0	80	0	5	503	0	3	3	0	0	0	0	12	2	0	2	0	0	5	176	1	0	26	157
124	Old Colony	0	0	0	0	2	0	0	0	50	0	0	1	0	0	0	0	0	1	0	0	0	0	2	11	0	0	1	379
158	West Newton	0	0	0	0	0	0	0	0	89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	0	0	0	12
174	Rutland	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
182	Commonwealth	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	271
189	Franklin Field	0	0	0	0	1	1	0	0	183	0	0	5	0	0	0	0	0	0	0	3	0	0	5	123	0	0	2	15
191	Bromley Park Elderly	0	0	0	0	0	0	0	0	13	0	0	4	0	0	0	0	0	0	0	1	0	0	0	20	0	0	0	4
193	Highland Park	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25
226	Pond Street	0	0	0	0	0	0	0	0	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	3
227	Annapolis Street	0	0	0	0	0	7	0	0	13	0	0	0	0	0	0	0	1	3	2	0	0	0	0	8	0	1	8	10
228	Ashmont Street	0	0	0	0	0	0	0	1	28	0	1	0	0	0	0	0	0	1	0	0	0	0	0	6	0	0	5	11
229	Holgate Apartments	0	0	0	0	0	1	0	0	34	0	0	3	0	0	0	0	0	0	0	1	0	0	0	15	0	0	0	26
230	Foley Apartments	4	0	0	0	0	0	0	0	81	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	4
232	Groveland	0	0	0	0	0	0	0	0	28	0	3	10	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
234	Davison	0	0	0	0	0	0	0	1	29	0	0	5	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0
235	Washington Street	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	80
236	West Ninth Street	0	0	0	0	1	0	0	1	70	0	0	0	0	0	0	0	2	0	0	1	1	0	0	3	0	0	0	3
237	J J Carroll	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	59
238	Meade Apartments	0	0	0	0	1	0	1	3	22	0	1	2	0	0	0	0	0	0	0	1	0	0	0	6	0	0	0	1
240	MLK Towers	0	1	1	0	0	0	3	0	65	0	1	1	0	0	0	0	0	0	0	1	0	0	0	14	0	0	0	14
241	Eva White	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	101
242	Walnut Park	0	0	0	0	0	0	4	1	70	0	0	4	0	0	0	0	0	0	0	2	0	0	0	47	0	0	0	24
244	Frederick Douglas	0	0	0	0	0	7	0	6	45	0	0	0	0	0	0	1	1	0	0	2	0	0	0	8	0	0	0	4
245	Amory Street	0	3	0	0	0	0	1	0	74	0	3	3	0	0	0	0	0	1	0	4	0	0	0	60	0	0	0	31
247	General Warren	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	91
249	Torre Unidad	0	1	0	0	0	36	1	30	60	0	1	1	0	0	0	0	0	0	0	0	0	1	1	36	0	0	0	19
250	Rockland Towers	0	1	0	0	0	0	0	1	40	0	0	5	0	0	0	0	0	0	0	0	0	0	0	11	0	0	1	7
251	Codman Apartments	0	0	0	0	0	0	2	0	68	0	1	13	0	0	0	0	0	0	0	0	0	0	0	4	0	0	1	6
253	St Botolph Street	0	0	0	0	0	6	0	20	81	0	0	1	0	0	0	0	1	0	0	0	1	0	0	12	0	0	1	5
254	Pasciucco	0	0	0	0	7	0	6	1	39	0	0	3	0	0	0	0	0	0	1	8	0	0	0	11	0	0	5	7
261	Ausonia Homes	2	0	0	0	0	1	0	5	77	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	0	0	0	7
262	Hassan Apartments	0	0	0	0	0	0	0	1	57	0	0	30	0	0	0	0	1	0	0	0	0	0	0	3	0	0	0	5
270	Spring Street	6	0	1	0	0	0	0	0	68	0	0	4	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	16
271	Patricia White	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	219
272	Roslyn Apartments	2	0	0	0	0	0	0	0	61	0	1	10	0	0	0	0	0	2	0	0	1	0	0	29	0	0	0	8
277	Bellflower Street	0	0	0	0	0	5	1	76	0	0	2	2	0	0	0	0	0	3	2	2	0	0	0	4	0	0	4	13
283	Peabody Square	0	0	0	0	2	0	1	4	60	0	0	4	0	0	0	0	1	0	0	2	0	0	0	11	0	0	12	3
290	Malone Apartments	0	0	0	0	0	0	0	0	67	0	2	10	0	0	0	0	0	0	0	0	0	0	0	14	0	0	0	3
295	Commonwealth Elderly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	110
298	Hampton House	2	0	0	0	0	7	1	3	32	0	0	0	0	0	0	0	1	0	0	0	0	0	0	15	0	0	0	12
299	Washington Manor	0	0	0	0	0	8	0	9	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	0	0	1	8
501	West Broadway	0	0	0	0	0	11	1	8	179	0	0	2	0	0	0	0	1	1	0	4	0	1	5	144	0	0	6	115
502	Camden Street	0	0	0	0	0	0	1	1	19	0	0	1	1	0	0	0	0	0	0	0	0	0	0	34	0	0	1	10
504	Faneuil	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	252
505	Fairmount	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	199
507	Archdale	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	0	0	0	267
508	Orient Heights	0	0	0	0	1	2	0	8	115	0	0	3	0	1	1	0	0	0	0	0	0	0	4	89	0	0	2	97
510	Gallivan Boulevard	0	0	0	0	0	0	0	0	71	0	0	3	0	0	0	0	0	0	0	0	0	0	0	54	0	0	0	117
512	South Street	0	0	0	0	0	0	1	22	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	20	0	0	0	85
601	Franklin Field Family	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0	1	0	0	0	25	0	0	0	1
602	Franklin Field Elderly	0	0	0	0	0	0	0	0	26	0	1	5	0	0	0	0	0	0	0	0	0	0	1	22	0	0	1	4
603	MSGR Powers / L Street	1	0	0	0	0	0	0	0	48	0	1	0	0	2	0	0	1	1	0	1	0	0	0	4	0	0	0	7
606	Basilica	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
756	BHA Condos	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	139
	Grand Total	18	10	9	2	15	194	45	175	4282	1	44	149	1	3	1	1	28	20	5	44	8	2	72	1995	1	1	93	3412