



2021 Fair Housing Webinars

Limited English Proficiency and Language Access Planning

Fair Housing and Innovative Partnerships – Education Outreach Initiative

Welcome!

Special thanks to the following:

- U.S. Department of Housing and Urban Development for their support
- Gary Hanes of Gary E. Hanes Associates for his time and expertise
- IHFA's Marketing Communications team and Cristina Carlos for her assistance.

Today's session is provided to increase awareness of rights and responsibilities under the Fair Housing Act in order to

- Reduce violations and discriminatory practices
- Increase access to housing choice for all persons

The work that provided the basis for this publication and event was supported by funding under a grant with the U.S. Department of Housing and Urban Development.

The substance and findings of the work are dedicated to the public. The authors and publishers are solely responsible for the accuracy of the statements and interpretations contained in this publication.

Such interpretations do not necessarily reflect the views of the Federal Government.

- **Please note.** This session is being recorded for future reference. We will send participants a link to the video, chat and materials in the coming days.
- We will begin with everyone muted to reduce noise and distraction.
- You can rename yourself; and turn your video on or off for the session.
- Please type questions, comments or resources in the chat: the host will share these with the presenters. Once you hit 'enter,' what you've typed will be shared.
- Email CristinaC@ihfa.org to request a certificate of attendance for this session



Our belief: When diverse interest groups work in good faith on common goals, we can do big things.

Waiver of Liability: [Click here](#) before using this web site

Limited English Proficiency

Good customer service is **welcome** in any language

Idaho is home to a growing number of refugees and immigrants. Refugees are pushed from their homes by war, genocide, political or religious persecution or famine. For them Idaho is a welcome refuge. Immigrants (legal or otherwise) are pulled to this country by economic opportunity, political or religious freedom or a chance to reunite with family members. Whatever the reasons for relocation, most face the challenge of learning English as a second, third or sometimes fifth language. Whether they worked as engineers, doctors, artists or in some other profession in their home countries, all have an uphill struggle to master the basics of a new language in order to better engage our culture and society.



SEARCH ON FAIR HOUSING

Select Language ▼

The Idaho Fair Housing Forum is a coalition of stakeholders and a place for open and respectful discussion of issues impacting housing consumers, providers and advocates. We all agree:

‘Good customer service is welcome in any language’

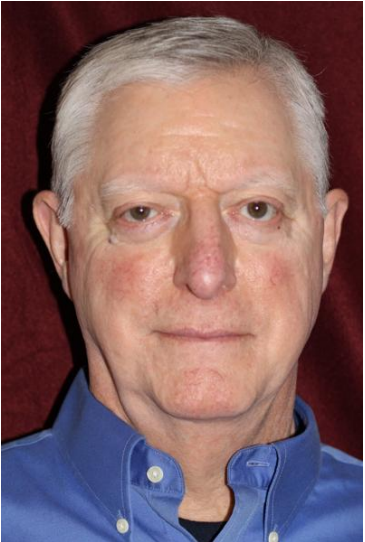


Customer service is welcome in any language.

welcome	kaze	vítáme vás	chào mung
salam alaikum	bienvenuto	dobře došli	laskavo prosimo
bienvenue	witajcie	hoş geldiniz	kush amaadiid
marhaban	hafa adai	cead míle fáilte	siya namkela
bienvenidos	swaagat	mabuhay	nonke
dobro dosli	isten hozta	selamat datang	soo dhawoow
velkommen	witamy	hoan yin	'á-cim
hoan nghênh	آلەيس و آلەاء	kipa aloha	歡迎光臨
willkomen	välkomnande	mbote na nge	ongi etorriak
ようこそ	karibu	ilo la	welcome

Gary Hanes

Gary E. Hanes & Associates, LLC | gehanes.com



Erik Kingston, PCED | Moderator
IHFA

Cristina Carlos | Promotion, registration
IHFA

For More Information

For a HUD-approved training, See *The Basics of Fair Housing*, presented by HUD's Kristina Miller.

<https://youtu.be/egXPe7HT7tc>

To understand the week that led to signing of the Fair Housing Act, see *Seven Days*.

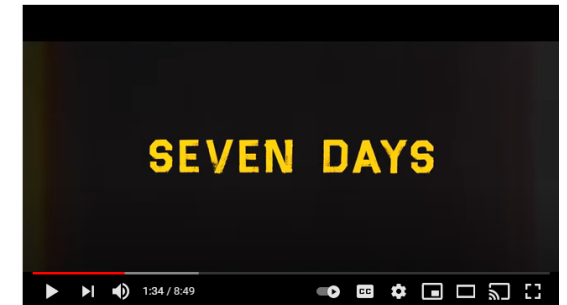
<https://youtu.be/luaICTZT2S0>

To understand what the Fair Housing Act was created to address, see *Segregated by Design*

segregatedbydesign.com



The Basics of the Fair Housing Act



Seven Days Documentary - 50th Anniversary of the Fair Housing Act Edition



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Bilingual Videos



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