

Oregon CDBG-DR

# CDBG-DR Language Access Plan

Version 2.0 – November 14, 2023



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## Version History and Version Policy

Version Number	Date Revised	Key Revisions
1.0	05/02/2022	Publication of Version 1.0 of Oregon Language Access Plan for CDBG-DR
2.0	11/14/2023	Updates to Factor 1 on safe harbor guidelines and post-program launch reassessment of language access needs.  Clarified the definition of vital documents, the vital documents table, and the circumstances under which vital documents are translated.



# Oregon Language Access Plan

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# 1 Oregon Language Access Plan

## 1.1 Introduction

The Oregon Housing and Community Services Department (OHCS) completed this Language Access Plan (LAP) as a grantee to the Department of Housing and Urban Development's (HUD) Community and Disaster Block Grant–Disaster Recovery (CDBG-DR) funding in compliance with HUD's language access requirements (outlined in 72 FR 2732). The purpose of this LAP is to ensure that OHCS provides appropriate language assistance so that individuals with Limited English Proficiency (LEP) receive meaningful access to OHCS's CDBG-DR programs. LEP individuals include persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

OHCS and its subrecipients are committed to complying with HUD's language access requirements and will update this LAP as new Census data becomes available.

By completing a LAP, OHCS describes the reasonable steps the agency is taking to provide meaningful access for LEP individuals to OHCS's CDBG-DR funded activities, programs, and services. Completing a LAP and incorporating language assistance measures into OHCS's operations achieves several goals:

1. LEP individuals receive the language access services they need to access CDBG-DR funded activities and programs in the state
2. LEP individuals receive outreach in their native languages and are informed about CDBG-DR programs and language assistance
3. OHCS staff receive ongoing training on the LAP and language assistance measures
4. OHCS continuously monitors and evaluates LAP implementation

## 1.2 Four Factor Analysis

As described in HUD's 72 FR 2732, the LEP requirement is flexible and fact-dependent, and the starting point is a community-level assessment that balances the following four factors:

1. Number or proportion of LEP persons eligible to be served or likely to be encountered by the OHCS
2. Frequency with which LEP individuals come in contact with the programs
3. Nature and importance of the program, activity, or service provided by the programs to people's lives
4. Resources available to OHCS and the costs of LEP compliance

Oregon Housing and Community Services’ CDBG-DR service area includes the following eight (8) counties that were impacted by the 2020 wildfires: Clackamas, Douglas, Jackson, Klamath, Lane, Lincoln, Linn, Marion.

As such, OHCS completed a four-factor analysis for the eight counties to determine the appropriate level of language access for each of its CDBG-DR programs and ensure meaningful access by LEP individuals to critical services without imposing undue burdens on small business, small local governments, or small nonprofit entities. Some activities may be more important than others and/or have greater impact on or contact with LEP persons, and thus may require more language assistance.

### 1.2.1 Factor 1: Number and Proportion of LEP Persons Eligible to be Served or Encountered by the Programs

OHCS estimated the proportion of LEP persons in the service area using 2011-2015 American Community Survey (ACS) data (*Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over*). LEP persons are defined as those that “speak English less than very well” in the ACS data.

Table 1 considers Oregon’s LEP populations across the 8-county service area.

Table 1: Top 10 LEP populations		
Primary Language Spoken	Number who speak English less than very well	Percentage who speak English less than very well
Spanish or Spanish Creole	52,428	3.44%
Chinese	4,268	.28%
Russian	3,379	.22%
Vietnamese	1,740	.11%
Korean	1,496	.10%
Arabic	1,063	.07%
Japanese	1,035	.07%
Other Pacific Island languages	829	.05%
Tagalog	699	.05%
German	602	.04%

Table 1 below demonstrates the top 3 LEP populations of the service area, by county.

<b>Table 1: Top 3 LEP populations, by county</b>		
<b>Primary Language Spoken</b>	<b>Number who speak English less than very well</b>	<b>Percentage who speak English less than very well</b>
<b>Clackamas</b>		
Spanish	8,523	2.31%
Chinese	1,731	.47%
Russian	1,447	.39%
<b>Douglas</b>		
Spanish	862	.85%
German	56	.06%
Other Pacific Island languages	46	.05%
<b>Jackson</b>		
Spanish	5,734	2.92%
French	190	.10%
Other Pacific Island languages	177	.09%
<b>Klamath</b>		
Spanish	1,442	2.32%
Tagalog	36	.06%
Thai	35	.06%
<b>Lane</b>		
Spanish	5,872	1.73%
Chinese	1,566	.46%
Hungarian	469	.14%



<b>Lincoln</b>		
Spanish	1,164	2.64%
Tagalog	37	.08%
German	30	.07%
<b>Linn</b>		
Spanish	1,714	1.54%
Tagalog	87	.08%
Vietnamese	66	.06%
<b>Marion</b>		
Spanish	27,117	9.02%
Russian	1,695	.56%
Chinese	594	.20%

HUD outlines “safe harbor” guidelines in 72 FR 2732, which are not requirements, but which grantees may follow to demonstrate strong evidence of compliance with HUD’s LEP requirements (see table 2 below).

<b>Table 2: HUD’s LEP Safe Harbor Guidelines</b>	
1,000+ of the eligible population in the service area, or among current beneficiaries	Translate vital documents
> 5% of the eligible population or beneficiaries, and 50+ in number	Translate vital documents
> 5% of the eligible population or beneficiaries, and 50 or less in number	Translate written notice of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries, and less than 1,000 in number	No written translation is required

Although none of the LEP populations analyzed in Factor 1 exceed the 5% safe harbor threshold, OHCS will translate vital documents into Spanish as strong evidence of

compliance because the LEP Spanish population is relatively large in the eight county service area. In addition to Spanish, six languages exceed the 1,000-person safe harbor threshold. Clackamas County has the highest concentration of the Chinese and Russian speaking population, followed by Lane and Marion counties. After further analysis of the impact and considering the proportion of the households who “speak English less than very well” to the overall population in the eight-county service area, it would not be cost effective to provide written translation of all documents. Instead, OHCS will provide “I Speak” cards and an on-demand language line to facilitate the request of services in all the languages listed above. As program implementation begins and the service areas become more concentrated, OHCS will reassess the languages that vital documents are translated into to ensure all eligible beneficiaries have access to CDBG-DR funded programs.

### 1.2.2 Factor 2: The Frequency with which LEP Individuals Encounter the Programs

HUD’s LEP requirements give grantees flexibility to tailor language assistance by CDBG-DR programs based on the frequency with which LEP individuals are likely to encounter each program. For example, programs that serve homeowners, renters, and small business owners may have more contact with LEP individuals and require more robust language access services than infrastructure programs.

Table 3 categorizes OHCS’s CDBG-DR programs by the extent to which they directly interact with members of the public. OHCS provides meaningful language access across all programs, but OHCS will prioritize LEP training for public-facing staff that work on programs that provide direct client assistance and regularly interact with the public.

<b>CDBG-DR Program</b>	<b>Direct Client Assistance?</b>	<b>Frequency of Public Contact</b>
Homeowner Assistance and Reconstruction Program (HARP), including Accessory Dwelling Unit Pilot Program	YES	Daily
Homeownership Opportunities Program (HOP)	YES	Daily
Intermediate Housing Assistance (IHA)	YES	Daily

Planning, Infrastructure, Economic Revitalization (PIER)	YES	Daily
Housing and Recovery Services (HRS)	YES	Daily
Legal Services (LS)	YES	Daily
Resilience Planning Program	NO	Daily

### 1.2.3 Factor 3: Nature and Importance of the Activity or Service Provided by the Program

OHCS prioritizes language access services for programs, activities, and services with the greatest impact on LEP individuals. OHCS’s LEP outreach focuses on CDBG-DR and CDBG-MIT funded activities that provide substantial direct benefits to participants including homeowners and renters.

### 1.2.4 Factor 4: Resources Available to OHCS and Costs

OHCS is taking all reasonable steps to ensure meaningful access for LEP individuals to CDBG-DR programs and activities, including completing this four-factor analysis to better understand its jurisdiction’s LEP needs. The following section outlines the reasonable steps that OHCS is taking to provide appropriate language assistance.

## 1.3 Language Assistance Measures

OHCS offers language assistance measures to ensure meaningful access by LEP individuals to CDBG-DR programs, activities, and services. In all cases, OHCS seeks to provide high-quality, accurate, and professional language services to LEP individuals. The following sections describe OHCS’s language assistance measures categorized by high-, medium-, and low-level effort.

### 1.3.1 LAP Coordinator (Medium Effort)

OHCS designated a LAP Coordinator to oversee LAP implementation and compliance across its CDBG-DR programs. The LAP Coordinator ensures that OHCS staff understand their LAP responsibilities and provide(s) ongoing training and monitoring to ensure the provision of meaningful language assistance services. OHCS’s LAP Coordinator submits quarterly data on the level of language assistance requested by native language. **If OHCS staff or the public have questions about language access services, they should contact the LAP Coordinator:**

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725 Summer St NE, Suite B | Salem, OR 97301

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### 1.3.2 Translation of Vital Documents (High Effort)

A “vital document” is defined as a document that includes information regarding program eligibility requirements, applications, instructions, and appeals procedures. OHCS will professionally translate all vital documents to Spanish and post them on the OHCS CDBG-DR website. Should OHCS receive a request to translate a document into a language other than the languages listed above, OHCS will weigh the program costs and benefits to determine the appropriate measures. Table 5 below lists the vital documents for each CDBG-DR program directly serving LEP individuals.

CDBG-DR Program	Vital Documents
CDBG-DR Grant Documents	Initial Public Action Plan and all amendments; Language Access Plan; Citizen Participation Plan; Surveys
Homeowner Assistance and Reconstruction Program (incl ADU Pilot)	Beneficiary facing program guidelines and updates, flyers, notices of funding availability, grant and loan agreements, frequently asked questions, general program or federal compliance notifications
Homeownership Opportunities Program	Beneficiary facing program guidelines and updates, flyers, notices of funding availability, grant and loan agreements, frequently asked questions, general program or federal compliance notifications

Intermediate Housing Assistance (IHA)	Beneficiary facing program guidelines, flyers, notices of funding availability, individual grant and loan agreements, frequently asked questions, general program or federal compliance notifications
Planning, Infrastructure, and Economic Revitalization (PIER)	OHCS’s core documents are not considered vital, but for subrecipient programs to which individuals may apply: program guidelines, flyers, notices of funding availability, frequently asked questions
Housing and Recovery Services (HRS)	Beneficiary facing program guidelines, flyers, frequently asked questions, general program or federal compliance notifications
Legal Services (LS)	Beneficiary facing program guidelines, flyers, frequently asked questions, general program or federal compliance notifications
Resilience Planning Program	It is not anticipated there will be beneficiary-facing vital documents associated with this program.

### 1.3.3 Language Line Services (Medium Effort)

OHCS uses Linguistica upon demand to ensure that LEP individuals understand OHCS’s CDBG-DR programs and services and can fully participate. As needed, OHCS can use this service to ensure that all individuals receive professional interpretation services.

### 1.3.4 Website (Low Effort)

OHCS’s CDBG-DR website <https://www.oregon.gov/ohcs/housing-assistance/Pages/CDBG.aspx> includes an auto-translation module through Google Translate to translate website content into more than 100 languages\*. Highlighted languages include: Arabic, Chinese (Simplified), Chinese (Traditional) Hindi, Hmong, Korean, Russian, Somali, Spanish and Vietnamese. The website also includes resources to help LEP individuals access key information about each respective program, including translated vital documents and the LAP Coordinator’s email address and phone number.

*\*Translation using the Google module includes coded website content only. Vital documents will be professionally translated into Spanish and posted on the website with the English companion. Should translation into other languages be required, they may be requested by contacting the LAP Coordinator.*

### 1.3.5 Language Bank (Medium Effort)

OHCS maintains a “language bank” of staff who are fluent in a language other than English, along with their contact information (see Appendix 3). OHCS recognizes that the Language Bank does not supplant the need for certified translation services; however, it enhances OHCS’s ability to provide interpretation services on demand by leveraging its multilingual staff.

### 1.3.6 “I Speak” Cards (Low Effort)

OHCS distributes the U.S. Census Bureau’s “I Speak” cards to all public-facing offices and trains staff to use them (see Appendix 4). These cards allow visitors to identify their native language so that OHCS can connect them to appropriate language access services.

### 1.3.7 LEP Outreach (Medium Effort)

OHCS conducts community outreach so that LEP populations know how to access CDBG-DR activities, programs, and services, such as:

- Working regularly with culturally-specific organizations to provide information on any changes in programs or services.
- Encourage culturally-specific organizations’ participation as sub-recipients or contractors for outreach and intake.
- Participate in culturally-specific organizations’ public events, providing staff and materials in Spanish.

See OHCS’s Citizen Participation Plan for more information on language access procedures related to public hearings and citizen participation periods.

## 1.4 Oregon Housing and Community Services Staff Training

OHCS requires training for all OHCS staff that interact with the public through CDBG-DR programs. The training ensures that these staff members understand how to provide meaningful language assistance services to LEP individuals and covers the following:

- Definition of LEP individuals
- State of Oregon and federal regulations governing language access
- Cultural sensitivity
- Staff roles and responsibilities
- How to identify the language needs of an LEP individual

- OHCS language access procedures
- LAP complaints and appeals process

## 1.5 Complaints and Appeals

OHCS reviews all comments or complaints received by citizens through email, phone, post mail, or in-person. Any written complaints concerning OHCS's compliance with this LAP will be referred to the OHCS LAP Coordinator, and a written response will be provided within (15) fifteen working days upon receipt of the complaint. A copy of the written complaint and response will be maintained by the OHCS. Complaints concerning the general provision of language assistance may be submitted via email

**hcs\_housinginfo@oregon.gov** or mail **OHCS, 725 Summer Street NE, Suite B, Salem OR 97301-1266**. Alternatively, complaints can be filed directly with the Office of Public Housing Region X Office at the following address:

### ***Oregon State Office***

U.S. Department of Housing and Urban Development  
Edith Green-Wendell Wyatt Federal Office Building  
1220 SW 3rd Avenue, Suite 400  
Portland, OR 97204-2825

## 1.6 Evaluating and Updating the LAP

The OHCS LAP Coordinator will update this LAP as needed to reflect any change in the plan based on the prior year's demographic changes and to ensure relevancy and quality control of language access services. OHCS will review procedures for providing language access services, existing training, outreach activities, and the language access data to periodically update the language access program. To inform future LAP updates, the LAP Coordinator will:

- Maintain data on the number of LEP individuals that request language access services by primary language spoken
- Review updated Census data as it becomes available
- Consider new resources, including funding, collaborations with other agencies, human resources, emerging technologies, and other mechanisms to improve language access

# Appendix 1: Regulations and Resources





## 2 Appendix 1: Regulations and Resources

### 2.1 Applicable Regulations

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency
- 72 FR 22732, Federal Register Volume 72, Issue 13 (January 22, 2007), U.S. Department of Housing and Urban Development (HUD)

### 2.2 HUD's LEP Resources

- [HUD's website](#)

# Appendix 2: ACS

## Table B16001



### 3 Appendix 2: ACS Table B16001

NOTE: The data below has been filtered to show only the LEP individuals who “speak English less than very well” according to the ACS data.

	Clackamas County		Douglas County		Jackson County		Klamath County		Lane County		Lincoln County		Linn County		Marion County		Service Area Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Spanish or Spanish Creole	8,523	2.31%	862	0.85%	5,734	2.92%	1,442	2.32%	5,872	1.73%	1,164	2.64%	1,714	1.54%	27,117	9.02%	52,428	3.44%
French (incl. Patois, Cajun)	174	0.05%	15	0.01%	190	0.10%	13	0.02%	59	0.02%	4	0.01%	12	0.01%	101	0.03%	568	0.04%
French Creole	0	0.00%	0	0.00%	15	0.01%	0	0.00%	15	0.00%	0	0.00%	0	0.00%	0	0.00%	30	0.00%
Italian	0	0.00%	5	0.00%	8	0.00%	0	0.00%	66	0.02%	9	0.02%	0	0.00%	0	0.00%	88	0.01%
Portuguese/Portuguese Creole	81	0.02%	8	0.01%	58	0.03%	26	0.04%	6	0.00%	0	0.00%	0	0.00%	38	0.01%	217	0.01%
German	159	0.04%	56	0.06%	53	0.03%	0	0.00%	148	0.04%	30	0.07%	13	0.01%	143	0.05%	602	0.04%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other W. Germanic languages	21	0.01%	0	0.00%	0	0.00%	0	0.00%	24	0.01%	0	0.00%	0	0.00%	28	0.01%	73	0.00%
Scandinavian languages	37	0.01%	0	0.00%	82	0.04%	0	0.00%	2	0.00%	0	0.00%	9	0.01%	47	0.02%	177	0.01%

	Clackamas County		Douglas County		Jackson County		Klamath County		Lane County		Lincoln County		Linn County		Marion County		Service Area Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Greek	0	0.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.00%
Russian	1,447	0.39%	42	0.04%	40	0.02%	0	0.00%	101	0.03%	0	0.00%	54	0.05%	1,695	0.56%	3,379	0.22%
Polish	22	0.01%	0	0.00%	11	0.01%	0	0.00%	7	0.00%	0	0.00%	0	0.00%	10	0.00%	50	0.00%
Serbo-Croatian	124	0.03%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	124	0.01%
Other Slavic languages	400	0.11%	0	0.00%	0	0.00%	0	0.00%	31	0.01%	0	0.00%	0	0.00%	89	0.03%	520	0.03%
Armenian	53	0.01%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.00%	0	0.00%	54	0.00%
Persian	149	0.04%	18	0.02%	29	0.01%	0	0.00%	56	0.02%	0	0.00%	0	0.00%	17	0.01%	269	0.02%
Gujarati	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Hindi	53	0.01%	0	0.00%	20	0.01%	0	0.00%	28	0.01%	2	0.00%	0	0.00%	0	0.00%	103	0.01%
Urdu	0	0.00%	0	0.00%	0	0.00%	0	0.00%	23	0.01%	0	0.00%	0	0.00%	0	0.00%	23	0.00%
Other Indic languages	144	0.04%	25	0.02%	0	0.00%	20	0.03%	8	0.00%	0	0.00%	63	0.06%	26	0.01%	286	0.02%
Other Indo-European languages	224	0.06%	0	0.00%	13	0.01%	0	0.00%	80	0.02%	0	0.00%	0	0.00%	43	0.01%	360	0.02%

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	Clackamas County		Douglas County		Jackson County		Klamath County		Lane County		Lincoln County		Linn County		Marion County		Service Area Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Chinese	1,731	0.47%	36	0.04%	122	0.06%	127	0.20%	1,566	0.46%	88	0.20%	4	0.00%	594	0.20%	4,268	0.28%
Japanese	299	0.08%	0	0.00%	47	0.02%	2	0.00%	306	0.09%	15	0.03%	20	0.02%	346	0.12%	1,035	0.07%
Korean	735	0.20%	16	0.02%	56	0.03%	28	0.05%	434	0.13%	27	0.06%	9	0.01%	191	0.06%	1,496	0.10%
Mon-Khmer, Cambodian	192	0.05%	0	0.00%	19	0.01%	0	0.00%	42	0.01%	0	0.00%	0	0.00%	52	0.02%	305	0.02%
Hmong	200	0.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	200	0.01%
Thai	66	0.02%	0	0.00%	12	0.01%	35	0.056%	90	0.03%	7	0.02%	36	0.03%	87	0.03%	333	0.02%
Laotian	147	0.04%	0	0.00%	0	0.00%	15	0.02%	6	0.00%	0	0.00%	0	0.00%	13	0.00%	181	0.01%
Vietnamese	988	0.27%	0	0.00%	69	0.04%	3	0.00%	201	0.06%	4	0.01%	66	0.06%	409	0.14%	1,740	0.11%
Other Asian languages	269	0.07%	0	0.00%	9	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	70	0.02%	348	0.02%
Tagalog	112	0.03%	29	0.03%	87	0.04%	36	0.058%	76	0.02%	37	0.08%	87	0.08%	235	0.08%	699	0.05%
Other Pacific Island languages	157	0.04%	46	0.05%	177	0.09%	0	0.00%	73	0.02%	0	0.00%	33	0.03%	343	0.11%	829	0.05%
Navajo	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5	0.00%	5	0.00%

	Clackamas County		Douglas County		Jackson County		Klamath County		Lane County		Lincoln County		Linn County		Marion County		Service Area Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Other Native North American languages	21	0.01%	4	0.00%	0	0.00%	2	0.00%	0	0.00%	3	0.01%	12	0.01%	0	0.00%	42	0.00%
Hungarian	50	0.01%	0	0.00%	25	0.01%	0	0.00%	24	0.01%	0	0.00%	0	0.00%	0	0.00%	99	0.01%
Arabic	518	0.14%	0	0.00%	59	0.03%	8	0.01%	469	0.14%	0	0.00%	0	0.00%	9	0.00%	1,063	0.07%
Hebrew	18	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	0.01%	0	0.00%	25	0.00%
African languages	95	0.03%	23	0.02%	45	0.02%	21	0.03%	3	0.00%	0	0.00%	0	0.00%	87	0.03%	274	0.02%
Other unspecified languages	0	0.00%	0	0.00%	11	0.01%	0	0.00%	9	0.00%	0	0.00%	59	0.05%	32	0.01%	111	0.01%
Total	368,4	100.0	101,7	100.0	196,3	100.0	62,0	100.0	339,2	100.0	44,0	100.0	111,5	100.0	300,6	100.0	1,524,	100.0
	48	0%	10	0%	98	0%	44	0%	13	0%	42	0%	65	0%	67	0%	087	0%

# Appendix 3: Language Bank



## 4 Appendix 3: Language Bank

Name	Fluent Languages Spoken	Phone	Email



# Appendix 4: I Speak Card



## 5 Appendix 4: I Speak Card

<b>2004 Census Test</b>	<b>United States Census 2010</b> LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Խոսողո՞ւմ ե՞նք նշո՞ւմ կատարե՞ք այս քանակաւում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្មួចញ៉ាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

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