

**Purpose:** RCAP Solutions Inc. purpose for the Language Access Plan (LAP) is to provide applicants, residents and participants equal opportunity to access RCAP's programs and services that may not have English as a first language. The Language Access Plan includes providing information to those who may have disabilities and difficulty accessing the standard process of service. This policy includes services to support the Limited English Proficient (LEP) program and utilizes the Language Access Plan as an integral part of services for support. RCAP Solutions has universally made a commitment to having access to programs for all individuals regardless of impairment.

RCAP Solutions provides this policy in accordance with DHCD and HUD guidance to receive Federal Financial Assistance Recipients regarding Title VI of the Civil Rights Act of 1964, Executive Order 131660, Massachusetts General Laws Chapter 151B, Massachusetts Executive Order 526 and Massachusetts Executive Office for Administrative and Financial Bulletin 16. These regulations require RCAP Solutions to take reasonable steps to ensure access to programs and services by persons who do not speak English as their primary language and by persons who have limited ability to read, write or understand English. This plan is a working plan continually reviewed and adapted based on community supportive needs.

**Applicability:** The Language Access Plan (LAP) applies to all departments providing direct services to residents and participants in the Housing and Community Resources Division.

**Assessment of Needs & Scope of Service:**

All RCAP Solutions departments providing direct services to applicants, residents and participants will utilize the 4-factor analysis to determine scope of need and services to be provided. The scope of the service will include communication access within the following ways:

In person or telephonic communications; written correspondence; documentation explaining the agencies services, programs and activities; Information relating to rights and regulations as well as vital documents and; Documents of waiver, release, consent or other such documents as required by law.

In determining what steps are reasonable to ensure meaningful access for persons with LEP, RCAP Solutions staff will adopt and consult this LAP, consider the totality of the circumstances, and balance the following four factors (also known as the four-factor analysis) to achieve successful outcomes for all those with LEP who need our services.

The four-factor analysis as described in the Federal Register Part V Department of Housing and Urban Development dated December 19, 2003 is the starting point of the individualized agency assessment that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or RCAP;
2. The frequency with which LEP persons come in contact with RCAP SOLUTIONS and its programs, activities, or services;
3. The nature and importance of the program, activity, or service provided by RCAP; and,
4. The resources available to RCAP SOLUTIONS and costs.

In addition, it is the policy of RCAP Solutions to take reasonable steps to provide persons with LEP timely and meaningful access to its programs, activities, and services. This LAP will be posted on RCAP Solutions website. *See website dropdown: **about/commitment to customer service/ LAP Policy***



**Description of Agency Programs:**

RCAP Solutions mission is to foster personal and public self-reliance and improve the quality of life for individuals, families and the communities in which they live.

RCAP Solutions has been helping people throughout Massachusetts with a wide range of housing and supportive services for over 49 years. RCAP Solutions is the Worcester County affiliate of The Regional Housing Network of Massachusetts. This non-profit organization delivers progressive, affordable housing solutions and education to families and individuals in every community throughout the state.

RCAP Solutions is also the Northeast affiliate of the six-member national Rural Communities Assistance Partnership which focuses its interests on rural water-related and infrastructure issues. As such, we provide services in all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico and the U.S. Virgin Islands.

RCAP Solutions is a comprehensive and complex nonprofit 501C (3) corporation, that has grown into 2 divisions of programming almost 50 years of existence.

**Housing Division:**

The Housing Division works with eligible individuals and families in Massachusetts to provide a wide range of affordable housing, homelessness prevention, workforce development and family unification and self-sufficiency services. These services include housing assistance payments for low income tenants, transitional housing and assistance for the homeless or those fleeing domestic violence, landlord and tenant mediation. We offer training and support on a wide variety of topics including elder services, financial literacy, first time homeownership and foreclosure prevention; for property owners, tenants and home owners. We are centered within Worcester County, Massachusetts and serve thousands of individuals and families each year.

The Housing Division/Property Management Resources oversees the operations of our residential properties as well as development activity, to its properties located in Central Massachusetts. RCAP's property development and management services support small and mid-sized communities by using a comprehensive approach, working with legislators, community leaders, design and construction professionals and funding sources to assist with their property management and development needs. The Company's portfolio currently includes ten affordable housing projects with a total of 362 elderly, family and handicap rental units.

RCAP Solutions **Financial Resources Division** serves as an alternative lender, dedicated to making loans to homeowners not eligible for loans through the traditional resources. Loans are made primarily in Central Massachusetts with funds received from governmental agencies to promote various loan programs. These programs include: loans for low income homeowners unable to obtain conventional financing to make essential repairs that jeopardize the health and safety of the occupants; loans for disabled persons and their families to make necessary home modifications; and loans to municipal or nonprofit borrowers for capital projects such as basic infrastructure or community water and wastewater facilities.

**Community Resource Division:**

The Community Resources Division supports the Northeastern United States, Puerto Rico and the U.S. Virgin Islands to promote public, environmental and economic health by providing consulting, planning, financing, build-out oversight, regulatory and compliance oversight, management and operational support for a wide range of community development and infrastructure projects.

**Assessment of Limited English Proficiency (LEP) Populations:** Using the data from the DHCD Language Access Plan issued July 2016, here is the identity by language, number, and percentage of the eligible population in RCAP’s service area that speaks the language and has limited English language proficiency. RCAP Solutions will use the HUD Safe Harbor Guidelines to determine its responsibilities relative to providing language assistance to its clients.

Worcester County:						
Population over 18	Total LEP (LVW): 55,691					
Language	Spanish	Portuguese	Vietnamese	Chinese	African	All other languages
Raw Count LEP LVW	25,200	5,228	3,582	2,907	2,637	16,137
% LEP LVW	45%	9%	7%	5%	5%	9%

Agency staff has determined through frequent contact with clients that the principal language spoken is Spanish but RCAP Solutions supports the Safe Harbor Threshold requirements for Spanish, Vietnamese, and Portuguese/Portuguese Creole. Therefore, translation services in identified languages will be made available at the agency although there are very few requests for these interpretive services.

Every person coming into an RCAP Solutions office will be asked to fill out a Voluntary Language Survey to complete and return to RCAP Solutions staff. Data collected will be analyzed and managed at the programmatic level and reviewed periodically with the LAP coordinator and annually with all staff as changes occur. See addendum D for LAP coordinator functions.

There are no variations by program in language needs. Therefore, translation services in the three languages listed above will be available to agency clients. Information on languages spoken by clients participating in all DHCD-supported programs including but not limited to rental assistance programs, those who are tenants at properties owned and/or managed by RCAP, the Home Modification Loan Program, and the HCEC is gathered routinely through application processing and re-certifications.

**Assessment of Type, Nature, and Frequency of Programmatic Contacts:**

Contact between agency clients and staff happens in many ways but includes:

- Appointment reminder calls
- Appointments
- Assessments and reassessments
- Resident, applicant and participant private conferences and hearings
- Counseling and Advocacy
- Group Sessions and Briefings
- Home Visits
- Inspections
- Outreach and Education
- Workshops
- Telephone communication
- Agency website
- Walk-ins for information and referral
- Reasonable accommodation requests
- Notice of public hearings
- Transfer and residual tenancy applications

Notices of changes to program guidelines and other forms of written communication:

The frequency of such contacts varies by program need/regulations and by participant needs. Contact with participants in all subsidy programs occurs at least annually and often more frequently. For the HCEC contact is sporadic and varies by availability of resources. RCAP Solutions has a property management division and there is very frequent contact between tenants and property management staff. Should any tenant require interpretive assistance, it will be the responsibility of the property manager to find such assistance and if necessary and with permission from the Director of Property Management, pay for the service.

All contact with our clients and prospective clients is important. Many of them are very poor and working to just stay in safe housing or find safe housing for themselves and their families. It is often critically important that those seeking our services have immediate access to an advocate who speaks their language. Because accurate household income and family size is needed to determine program eligibility for most of our programs and clear communication is imperative.

From time to time, we receive funding for special short-term programs and for which we may use sub-contractors to help us in the delivery of those programs. Anytime that happens, those sub-contractors will be required to have a LAP of their own or abide by the requirements of our Plan.

#### **Assessment of Language Assistance Resources and Costs**

There are several people on staff at RCAP Solutions offices who are competent to accurately and effectively deliver assistance in another language. A list of staff and the languages they speak and write is attached to this LAP.

RCAP Solutions will develop informal and formal agreements with other organizations such as Ascentria Services to provide oral interpretation on a volunteer basis to address client in crisis situations, with supervisory approval, staff may use a telephonic oral interpretation service.

The agency has a budget for utilizing vendor services when needed. However, we prefer to rely on our partners in the area who can provide some of those services at no cost.

#### **Language Access Protocols**

RCAP Solutions requires interpretation and translation of intake forms, assessments, consent documentation, lease agreements, and other "vital" documents as described by HUD and DHCD. We will use all currently available translated HUD forms and will continue to work through our formal and informal agreements including those with our partners in the Regional Housing Network of MA to produce whatever else is needed, when it is needed.

RCAP Solutions program language access protocols for providing over-the-phone, in-person, and other (internet) oral interpretative services will include:

- "I Speak" cards and/or posters will be available at RCAP Solutions offices for clients to identify which languages they speak (see addendum B)
- Voluntary Language Surveys will be given to everyone arriving at a RCAP Solutions office
- RCAP Solutions multilingual staff will be available for oral translation on an as needed basis.
- A list of RCAP Solutions multi-lingual staff will be updated and made available to all staff. (see addendum A)
- Once the language preference has been determined, staff will make the necessary arrangements for oral interpretation and provision of the translated vital documents. (see addendum C, FAQ internal document to support contact sources)

Provisions for providing written translation services include:

- Each RCAP Solutions program will make available any documents determined to be vital translated into the identified primary languages for their staff. These documents will be made available electronically and in hard copy versions. RCAP will utilize xerox document translation service.
- All DHCD and HUD translated vital documents will be maintained in an easily accessible file on the agency's hard drive. RCAP will utilize xerox document translation service.

Each program will be responsible for tracking requests for language assistance which may include but not be limited to:

- Tracking frequency of distribution of "I Speak" cards and the languages that are identified using the cards.
- Requesting language spoken information from clients on an annual basis at program re-certification.
- Calculating described needs as defined by the client/interested party on the Voluntary Language Survey.
- The program division at RCAP Solutions will be responsible for collecting and managing LAP data and will review trends and any resulting changes to this plan with Senior Leadership Staff annually or as needed.

Timing-related rights are taken very seriously by agency staff and each program director will have responsibility for preserving those rights. An LEP person will in no way be penalized or denied meaningful and effective access because of this agency's inability to provide timely translation or interpretation services. This would include "stopping the clock" during the application or an appeal process to allow time for translation and/or interpretation. RCAP Solutions will provide DHCD with information whenever a request requires it to stop the clock to ensure that DHCD understands why the standard timetable for document management has been suspended.

To ensure success, all staff will be trained on the LAP implementation and the agency will annually review its outreach efforts, any changes in language demographics (including an update of the U.S. Census) to ensure that the agency is reaching the communities identified in the Plan.

### **Vital Documents and Translation**

Vital documents as defined by HUD are "...any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically." For this agency those documents will include application materials; verification and consent forms; participation agreements and rules; notices of eviction; notices of rights, denial or decrease in benefits and related hearings; notices of free language assistance, and grievance and appeal forms. Program Directors will be responsible to: (1) determine which of their documents should be considered Vital Documents; (2) provide a list of these documents to the Language Access Coordinator, who will be responsible for maintaining a master list of all such documents for the agency on a public drive; (3) and update the list as needed to reflect program changes; (4) and, for insuring that translations of the Vital Documents associated with their program(s) are available in all of the languages determined to meet the requirements for translation described above.

RCAP Solutions will provide access in the following ways:

- Maintain bi-lingual staff and aggressively market for additional bi-lingual staff as positions turn over.
- Utilization of TransPerfect services for telephonic translation support.
- Vital documents that have not already been translated by HUD or DHCD will be translated into the primary languages other than English identified by RCAP's demographic statistical analysis and based on the frequency of requests. Currently those languages as identified by HUD standards are Spanish, Portuguese/Portuguese Creole, and Vietnamese. RCAP will use xerox translation services to update vital documents.

The English version of the document will be considered to be the only version of that document that binds the agency and the client. When signatures are required, this will be the only copy of the document to which the signatures will be affixed. ***Every translated document will include language prominently stating: "This document is for informational purposes only. The English version of this document is considered the legally binding document".***

### **Interpretation**

Every reasonable effort will be made to provide oral interpretation assistance free of charge for any LEP individual who is, or who might be, a beneficiary or potential beneficiary of our services by: (1) making use of bilingual agency staff capabilities; (2) making use of bilingual staff from area agencies or other nonprofits if no bilingual staff are available within the agency; (3) making use of an external translation service (4.) utilize google translate. (5.) utilize TransPerfect for telephonic support Where possible, the agency will enter into formal agreements for the provision of these services, which can include telephone, internet or remote video translation.

The agency will maintain an active TTY telephone number in order to provide access to its programs and services to individuals with a hearing impairment. This number will be prominently displayed in public areas of the agency and should appear on any documents on which a contact telephone for the agency is listed, including email signatures and business cards.

The agency will arrange for the presence of sign-language interpretation at public meetings and presentations at which one or more individual in need of these services is likely to be present.

It will be the responsibility of individual Program Directors to evaluate the competency of persons acting as translators or interpreters within their program(s). Program Directors may request the assistance of the Language Access Compliance Coordinator. They will supply the Language Access Coordinator with the names and qualifications of all individuals whose services are being used for these purposes. The Language Access Coordinator will maintain a master list of all translators and interpreters, which will be available on the Public Agency drive.

LEP individuals should not be asked to rely on family members, friends, or other informal interpreters to provide interpretation services. If, however, they choose not to utilize the free language assistance services offered by the agency and prefer to make use of an interpreter of their own choosing, they should be permitted to do so; although in such situations, the agency will request that they confirm their choice in writing.

LEP individuals will not be penalized for scheduling delays arising from the need to secure translators.

### **LEP Appeals**

The agency will establish a Review Process for handling complaints having to do with LEP compliance. The Language Access Coordinator will work in conjunction with the Hearings Officer who will be responsible for overseeing this process.

### **Providing Notice to Persons with LEP**

A LAP policy statement and procedures will be included in all workshop folders, briefing packets, and any other pertinent agency materials. Every staff person will have "I Speak" cards. "I Speak" cards and/or posters will be prominently displayed at RCAP Solutions offices.



### **Staff Training**

Staff communication will be reviewed on an annual basis and implemented agency-wide. Additionally, all new staff will be provided training as part of the onboarding process and will be provided an FAQ to support future questions. Appropriate staff will be required to attend any Fair Housing or LEP trainings that are offered by DHCD. RCAP Solutions will also use LEP protocols developed by DHCD and as referenced in their LAP dated July 2009.

### **LEP Coordination and Complaint Procedures**

Senior Leadership will coordinate and monitor responses to LEP-related requests, issues, and complaints using existing agency policies and procedures, including standard grievance procedures.

### **Monitoring and LAP Updates**

Each year, RCAP Solutions Senior Leadership will review its LAP and update as needed. DHCD has created a review process which is included in their July 2009 LAP and we will employ the same process review will also assess or include:

- Whether there have been any significant changes in the composition or language needs of the region's population using data collected during the year by program staff;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP persons which may have emerged during the past year; and,
- Identification of any recommended actions to provide more responsive and effective language services.

Addendum A. – Bilingual Staff List

Addendum B. – "I Speak" form

Addendum C. – Internal FAQ document to support administering policy

Addendum D. – LAP Coordinator Role

## Addendum A. – Bilingual Staff List 2018



Employee Name	Position, Division	Language
Will Diaz	Maintenance Supervisor	Spanish
Jeysa Nortey	Slater Estate Property Manager	Spanish
Locksann Mateo	New Horizons, Property Manager	Spanish
Sarah Buck	Deputy Director CR	Spanish & Russian
Erick Toledo	Water Specialist	Spanish
Luis Melendez Fox	Water Specialist	Spanish
Wanda Rios Martinez	Water Specialist	Spanish
Edwin Ascenio	Water Specialist	Spanish
Carlos Velazquez	Water Specialist	Spanish
Josefa Torres Olivo	State Lead PR & USVI	Spanish
Juan Vazquez	Community Dev.	Spanish
Arecelia Nieves	Deputy Director Rental Assistance	Spanish
Philip Pereira	Tech Support Mgr	Portuguese
Ligia Albino	HomeBase	Spanish
Jahaira Gonzales	RAFT Specialist	Spanish
Belmaris Roman	HCEC Counselor 7 Housing Specialist	Spanish
Maria Betancourt Trujillo	Deputy Director Housing Counseling	Spanish
Erick Toledo	Water Specialist	Spanish & Italian
Sukhwindar Singh	Director of Education & Training	Punjabi, Urdu & Hindi
Zenaida Rodriguez	Program Representative	Spanish
Marilyn Valentin	Program Representative	Spanish
Aixa Cruz	RA Triage	Spanish
Nilda Martinez	Program Representative	Spanish
Melissa Reyes-Maisonet	Program Representative	Spanish
Radhaisi Bisono	RA Triage	Spanish

Addendum B. – “I Speak” form:

# Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

## Albanian

### Shqip □

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore. □

## Amharic

### አማርኛ □

የለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የማናገሩትን የማርዳትን ቋንቋ በመጠቀም የመልክቱ። አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገቡ።

## Arabic

### عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك إلى لُغتك كي نستدعي المترجم المعنى. يُرجى منك الإنتظار لحين استدعاء المترجم.

## Armenian

### Հայերեն

Դուք իրավունք ունեք ստանալ արևել վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:

## Bengali

### বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবো। অনুগ্রহ করে অপেক্ষা করুন।

## Cape Verdean Creole

### Criolu di Cabu

### Verdi □

Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor. □

## Chinese - Simplified

### 中文

Chinese: 普通话, Cantonese: 广东话, Hakka: 客家话, Taiwanese: 台语, Mandarin: 普通话, English: 英语

你有权要求一位免费的传译员。请指出你的语言。传译员将为你服务，请稍候。

## Chinese - Traditional

### 中文

Chinese: 普通话, Cantonese: 广东话, Hakka: 客家话, Taiwanese: 台语, Mandarin: 普通话, English: 英语

你有权要求一位免费的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。

## Dari

### دري

شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.

## French

### Français □

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si il vous plaît! □

## German

### Deutsch

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie. □

## Greek

### Ελληνικά

Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.

<p><b>Haitian Creole</b> <b>Kreyòl Ayisyen</b> □ Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.</p>	<p><b>Hebrew</b> <b>עברית</b> יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.</p>	<p><b>Hindi</b> □ <b>हिंदी</b> आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें। □</p>
<p><b>Hmong</b> □ <b>Hmoob</b> □ Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus noy. Mam hu tus txhais lus. Thov nyob tos. □</p>	<p><b>Italian</b> □ <b>Italiano</b> □ Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p><b>Japanese</b> □ <b>日本語</b> 通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。 □□</p>
<p><b>Khmer</b> <b>ខ្មែរ</b> លោកអ្នក- នសិទ្ធិមានម្ចាស់កម្រិតប្រដោយឥតគិតថ្លៃ។ សូមមេត្តាចង្អុលទៅភាសារបស់លោកអ្នក។ គេនឹងកោរ: ហៅឲ្យម្ចាស់កម្រិតប្រដោយឥតគិតថ្លៃ។ សូមមេត្តារង់ចាំ។</p>	<p><b>Korean</b> <b>언어</b> 여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>	<p><b>Laotian</b> <b>ລາວ</b> ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍ ບໍ່ເສັຍຄ່າ. ກະຮຸນາລືໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະຮຸນາລໍຖ້າ.</p>
<p><b>Persian</b> <b>فارسی</b> شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>	<p><b>Polish</b> □ <b>Jezyk Polski</b> □ Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem. □</p>	<p><b>Portuguese</b> <b>Português</b> Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>
<p><b>Russian</b> □ <b>Русский</b> □ Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите. □</p>	<p><b>Serbo-Croatian</b> □ <b>Srpsko-Hrvatski jezik</b> □ Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac će biti pozvan. Hvala i molimo vas da sačekate.</p>	<p><b>Somali</b> □ <b>Soomaali</b> □ Waxaad xaq u leedahay in tariimaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiq luqaddaada. Tariimaan ayaa laguugu wacayaa. Ee fadlan sug!</p>



<p><b>Spanish</b> <b>Español</b> Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>	<p><b>Swahili</b> <b>Swahili</b> Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.</p>	<p><b>Tagalog</b> □ <b>Tagalog</b> □ Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</p>
<p><b>Thai</b> ไทย ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะ โทรศัพท์เรียกล่ามให้ท่าน</p>	<p><b>Ukrainian</b> □ <b>Українська</b> □ У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову. і Вам покличуть перекладача. Почекайте, будь ласка. □</p>	<p><b>Urdu</b> اردو آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔</p>
<p><b>Vietnamese</b> <b>Tiếng Việt</b> Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.</p>		

## Addendum C. – FAQ:

### TransPerfect Service

Division of Housing Stabilization- Emergency Assistance # 7788291

#### **How do I connect with an interpreter?**

- When a client calls into your organization and your representative does not speak the language of the caller, simply dial the number below and follow the prompts. Once this is successfully completed an interpreter will join you on the line.
- In North America please dial 855-886-2901
- When calling outside North America dial 480-961-5379
- Enter your 7-digit client ID number and pin: 7788291 pin 6277
- Verbally select the language and use the mute button to eliminate noise if necessary.  
For Spanish =772 (SPA), French=373 (FRE), Italian=482 (ITA)

#### **How do I utilize the TTY system for services? (Making a call)**

- Put the telephone handset on the acoustic cups on the minicom. Make sure the telephone cord is on the left side.
- Turn on the minicom and dial the telephone number you are calling. When you see an answer on the display, type a greeting. When finished you're your conversation turn off the minicom and replace the telephone in the handset.

#### **How do I utilize the TTY system for services? (Answering a call)**

- Put the telephone handset in the acoustic cups on the minicom. Make sure the telephone cord is on the left side.
- Turn on the minicom. Type a greeting and wait for an answer. When you are finished with your conversation turn off the minicom and replace the telephone handset.

## Addendum D. – LAP Coordinator Role:

The language access coordinator is the person responsible for ensuring the agency adheres to its language access policy and program. The language access coordinator will report to the Head of the agency or be the designee for changes and new implementation processes to the policy/ plan. The LAP Coordinator will be responsible for monitoring the plan and ensure annual updates occur at the agency level.