

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: New York State Division of Housing and Community Renewal

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This document is our agency’s **Language Access Plan**.

A **Language Access Plan** explains how we provide services to people who have limited English proficiency.

This **Language Access Plan** includes information about:

	The Limited English Proficient (“LEP”) population in our service area.
	How we notify the public about language access services.
	Our resources and methods for providing language access services.
	How we train our staff to provide language access services to the public.
	How we monitor language access services and respond to complaints.

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PART 1 – Our Agency’s Services

We prepared this Language Access Plan (“Plan”) to comply with New York State Executive Law Section 202-a, which establishes New York’s Statewide Language Access Policy. This Plan explains how we make sure that Limited English Proficient (“LEP”) individuals have meaningful access to agency services, programs, and activities.

In this Plan, LEP individuals are understood as people who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Our agency’s services to the public include:

The New York State Division of Housing and Community Renewal (DHCR) is an executive agency operating under the integrated management and leadership structure of New York State Homes and Community Renewal (HCR). HCR is charged with the mission to build, preserve, and protect affordable housing and increase home ownership throughout New York State. DHCR provides direct services to the public predominantly through these departments: (1) the Office of Rent Administration; (2) the Section 8 Housing Choice Voucher Program: NYC; (3) the Office of Integrated Housing Management Bureau (formerly known as the “Housing Management Bureau”); and (4) the Tenant Protection Unit (TPU). Because the nature of the services provided varies considerably among the various departments, the actions described in this Plan are frequently segregated by department.

The Office of Rent Administration (ORA) administers and enforces rent regulations and laws. Through DHCR’s borough and district rent offices, ORA staff provide information and assistance to individuals and families residing in rent controlled and rent stabilized apartments. Both residents of rent regulated apartments and the public at large may contact ORA through DHCR’s “Rent Info Line.”

DHCR’s Section 8 Housing Choice Voucher Program (HCVP) provides rental assistance and a home ownership option to extremely low, very low, and low-income households in New York City. Tenants receiving HCVP assistance must periodically demonstrate their continued eligibility for the rent subsidies to DHCR. Contact between HCVP staff and the public at large is also facilitated via a designated phone line reserved exclusively for the program.

Under the Office of Integrated Housing Management Bureau (OIHMB), DHCR supervises 189 privately owned, moderate-income housing developments containing approximately 80,390 apartments in the Mitchell-Lama program, and 42 public housing projects, with approximately 14,479 apartments. OIHMB may act as an intermediary between owners and residents, assisting parties in meetings where necessary. The OIHMB has a hotline available for Mitchell-Lama and public housing residents, as well as a Mitchell-Lama Online Complaint Form.

The TPU acts as a proactive law enforcement office within New York State Homes and Community Renewal. The TPU preserves affordable housing by detecting and curtailing patterns and practices of landlord fraud and harassment through audits, investigations, and impactful legal actions. The TPU also encourages compliance by informing tenants and owners of their rights and responsibilities under the rent regulation laws. TPU operates an intake inbox and webform and interacts with both tenants and landlords during the course of its investigations as well as with the public at large during education and outreach events.

PART 2 – The Limited English Proficient Population in Our Service Area



The Statewide Language Access Policy requires state agencies to translate vital agency documents into the top 12 most commonly spoken non-English language among limited English proficient New Yorkers. Our agency uses U.S. Census data (including data from the American Community Survey) to determine the top 12 languages most commonly spoken by LEP individuals in New York State.

The top 12 languages spoken by LEP individuals in New York State are:

#	Language	Estimated Number of LEP Speakers
1	Spanish	1,166,777
2	Chinese	375,924
3	Russian	119,160
4	Yiddish	71,740
5	Bengali	66,980
6	Haitian Creole	53,335
7	Korean	51,285
8	Italian	44,128
9	Arabic	41,632
10	Polish	33,125
11	French	30,770
12	Urdu	28,827

New York’s language access law also provides agencies, in consultation with the Office of Language Access, the option to add up to four more languages of translation beyond the top 12. The assessment about whether to include additional languages must be based on factors that are identified in the language access law. Our agency, in consultation with the Office of Language Access, has made the following determination with regard to the addition of languages beyond the top 12:

DHCR's assessment as to the necessity of additional languages of translation beyond the top 12 remains ongoing at this time. DHCR, in consultation with the Office of Language Access, will

update this Plan when this assessment has been completed and a final determination reached. DHCR will continue to reassess the need for additional languages of translation on an ongoing basis.

Our agency tracks encounters with LEP individuals in the following ways:

The frequency of DHCR’s contacts with LEP individuals is directly related to each program’s interaction with the public. ORA and TPU use stat sheets provided by their vendors. In addition, ORA’s administrative hearing files must include a record of an individual’s language assistance needs. HCVP maintains a record of each client’s LEP language assistance needs in their case file. OIHMB maintains records of any language assistance services provided in its “Complaint Hotline Log.” TPU tracks the language service it provides as well as language services requested via its case management software as well as manually in spreadsheets.



PART 3 – Public Outreach About the Availability of Language Access Services

Our agency informs LEP individuals about their right to free language assistance services in the following ways, using at least the top 12 languages shown in Part 2 of this Plan:

- LEP individuals are directly informed by our staff

In which ways? Each of the relevant program areas employs some staff who are fluent in at least one of the top twelve languages. If they are available, these staff members may be called upon to inform an LEP client of their right to language assistance services. “I Speak” posters are also displayed in public areas of agency offices. These posters contain information regarding the availability of free language assistance in many languages, including the top twelve non-English languages spoken in New York State. The “I Speak” posters contain the following statement in at least the top twelve non-English languages as well as other languages: “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.”

- Signs posted about language assistance services
 - In areas operated by the agency and open to the public
 - Other (describe)

- Information is published on our agency’s website in at least the top 12 languages spoken by LEP individuals in New York State

- Outreach and presentations at schools, faith-based groups, and other community organizations

What are the LEP populations targeted? Arabic and Spanish.

- Local, non-English language media directed at LEP individuals in their languages
What are the LEP populations targeted? Arabic, Bengali, Chinese, Haitian-Creole, Korean, and Spanish.
- Social media posts directed at LEP individuals in their languages
What are the LEP populations targeted? Spanish
- Telephonic voice menu providing information in non-English languages
In which languages? Spanish, Chinese, Russian, Italian, Haitian Creole, Korean, Bengali, Arabic, Polish, and Yiddish.
- Other (describe)
HCR's public facing website text is able to be translated into the top twelve most spoken languages via a banner at the bottom of each page. ORA notifies website visitors of the availability of its translated documents and allows visitors to access those documents by clicking the relevant hyperlink for each language.



PART 4 – Provision of Language Access Services

A. Determining the Need for Services

During *in person* encounters, our agency uses the following tools to determine whether an individual is LEP, and what their primary language is:

- “I Speak” posters or visual aids that provide information about free interpreting services in multiple languages
- Reception staff make those determinations based on training and experience
- Bilingual staff members, where available, assist in identifying LEP individual’s language
- Other (describe)

On *telephone calls*, our agency uses the following tools to find out if an individual is LEP, and what their primary language is:

- Reception staff make those determinations based on training and experience
- Bilingual staff members, where available, assist in identifying an LEP individual’s language
- Telephonic interpreting service

Other (describe)

Our agency’s protocols for assessing whether an individual needs *oral interpreting* services in different service situations is as follows:

During office in-person encounters: DHCR’s front-line staff is trained to assess an individual’s need for oral interpreting services. The individual can also self-identify as LEP. Staff may use “I Speak” cards or language ID posters to determine their primary language. Bilingual staff members may also be called on to assist, as available and needed.

At initial contact in the field: DHCR staff is trained to assess an individual’s need for oral interpreting services. The individual can also self-identify as LEP. Staff may also use the “I Speak” card to determine the individual’s primary language.

When speaking on the telephone: LEP individuals contacting ORA or HCVP by telephone may proceed through the automated system with Spanish instructions. The “Rent Info Line” of ORA has also been updated to include a prompt for those users who require language interpreting services in other languages. With respect to non-Spanish speaking individuals, HCVP staff members determine whether such LEP individual needs interpreter services when staff are unable to understand what the individual is saying or asking. The individual can also self-identify as LEP. OIHMB’s staff make such determination for all LEP individuals’ calls.

For pre-planned appointments with LEP individuals: Staff reviews pertinent files or records of a person prior to the appointment. If not indicated in the file, staff may otherwise follow the same procedures used for in-person encounters.

Other (describe):

Our agency records and maintains documentation of each LEP individual’s language assistance needs as follows:

ORA and TPU use stat sheets provided by their vendors. In addition, ORA’s administrative hearing files must include a record of an individual’s language assistance needs. HCVP maintains a record of each client’s LEP language assistance needs in their case file. OIHMB maintains records of any language assistance services provided in its “Complaint Hotline Log.” TPU tracks the language service it provides as well as language services requested via its case management software as well as manually in spreadsheets.

B. Oral Interpreting Services

Our agency has made the following resources available for oral interpreting requests:

Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken:

- Bilingual staff members who provide oral interpreting services on a volunteer basis

Number of staff and languages spoken: 12 staff members volunteer to speak one of the following languages: Cantonese, Haitian-Creole, Hindi, Mandarin, Russian, Spanish, Urdu, and Yoruba.

- Telephonic interpreting service

Vendors: Any vendor under the NYS Office of General Services (OGS) Statewide Administrative Services Contract.

- Contracts or other arrangements with school and community organizations

Number of staff and languages spoken:

- Other (Describe)

Our agency protocols for informing LEP individuals that free interpreting services will be provided and that they do not need to provide their own interpreters is as follows:

During office in-person encounters: Staff may use “I Speak” cards or language ID posters to determine their primary language. Bilingual staff members may also be called on to assist, as available and needed. The “I Speak” cards and language ID posters specifically state that an interpreter will be provided free of charge and individuals are advised that they need not provide their own interpreter.

At initial contact in the field: Staff may use the “I Speak” card to determine the individual’s primary language. The “I Speak” cards and language ID posters specifically state that an interpreter will be provided free of charge and individuals are advised that they need not provide their own interpreter.

When speaking on the telephone: LEP individuals contacting ORA or HCVP by telephone may proceed through the automated system with Spanish instructions. The “Rent Info Line” of ORA also includes a prompt for those users who require language interpreting services in other languages. With respect to non-Spanish speaking individuals, HCVP staff members determine whether such LEP individual needs interpreter services when staff are unable to understand what the individual is saying or asking. The individual can also self-identify as LEP. OIHMB’s staff make such determination for all LEP individuals’ calls. Telephonic interpreters are utilized to inform LEP individuals that language services are provided for free.

For pre-planned appointments with LEP individuals: Staff reviews pertinent files or records of a person prior to the appointment. If not indicated in the file, staff may otherwise follow the same procedures used for in-person encounters.

- Other (describe):**

Our agency’s protocols for obtaining interpreting services in a timely manner is as follows:

Once aware that a client needs language assistance, DHCR staff takes action to provide interpreting services either through the use of telephonic interpreting services or from bilingual colleagues as available and needed. Help from bilingual staff may be offered, depending on the purpose of an individual's contact with the agency, while always seeking to ensure that the client’s right to DHCR's services is not infringed.

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocols for deciding whether to accept or decline such an arrangement is as follows:

LEP individuals that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an LEP individual may not use a family member, friend, or a minor as an interpreter. However, during emergencies an LEP individual will be permitted to use a minor, a family member or friend as an interpreter. Upon request, an LEP individual may also be permitted to use a minor, a family member or friend as an interpreter for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where the interaction with the LEP individual occurs at the agency’s office, and an individual is permitted to use an interpreter of their choosing, they must fill out a written consent/waiver form.

Where an LEP individual is engaged in official business with the agency, the agency will provide an independent interpreter at all times. An LEP individual will not be permitted to use an independent interpreter of their choosing when filling out applications or when involved in other legal matters.

Our agency provides information to all staff members who have contact with the public about how to obtain oral interpreting services. Our protocol in this regard is as follows:

Information regarding how to arrange for oral interpreting services is posted on HCR's internal website and is made part of training for all staff members that have contact with the public.

The agency’s Language Access Coordinator (“LAC”) maintains a list of oral interpreting resources that are available to staff. This resource list includes:

- Names and contact information for all resources
- Names and locations of staff members who are available to act as interpreters or provide services directly in an LEP individual’s primary language
- Languages in which each interpreter or service is qualified
- Procedures for accessing each interpreter or service

Our agency records and maintains documentation of oral interpreting services provided to LEP individuals at each encounter. Our protocol in this regard is as follows:

ORA uses stat sheets provided by the interpreting services vendor. In addition, documentation is available in the files of each administrative hearing for ORA proceedings. OIHMB maintains records of language assistance services provided in its "Complaint Hotline Log." HCVP maintains a record of a client's language assistance needs in their case file. TPU tracks the language service it provides as well as language services requested via its case management software as well as manually in spreadsheets.

Cultural Competence and Confidentiality

Our agency makes sure interpreters are culturally competent¹ in the following ways:

On a case-by-case basis, DHCR may use multilingual staff volunteers who are self-assessed in their own language competency. Where DHCR utilizes independent interpreting services, that vendor will implement quality assurance standards that guarantee that its interpreters are trained and are linguistically and culturally competent.

Our agency makes sure interpreters follow state and federal confidentiality protocols in the following ways:

The training provided to staff addresses the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS law.

C. Translations of Documents

At least every two years after the effective date of this Plan, our agency determines and reassesses vital documents² that must be translated. This process is accomplished in the following ways:

DHCR's LAC and its Language Access Committee, in conjunction with our Office of Legal Affairs, conduct a periodic review and assessment of its list of vital documents. The process includes an assessment of (1) the frequency of requests for translations of any non-vital documents, as well as (2) any changes in laws, regulations or the demographic make-up of DHCR's clients which may require the translation of additional agency materials.

Our agency's process for making sure documents are written in plain language³ before they are translated into other languages is as follows:

¹ Cultural Competence is defined as *a set of congruent behaviors, attitudes, and policies that come together in a system or agency or among professionals that enables effective interactions in a cross-cultural framework*. U.S. Department of Health and Human Services, Office of Minority Health. 2000. Assuring Cultural Competence in Health Care: Recommendations for National Standards and an Outcomes-Focused Research Agenda. Extracted from: https://minorityhealth.hhs.gov/Assets/pdf/checked/Assuring_Cultural_Competence_in_Health_Care-1999.pdf

² Vital Documents is defined as any paper or digital document that contains information that is critical for obtaining agency services or benefits or is otherwise required to be completed by law.

³ The [Plain Writing Act of 2010](https://www.govinfo.gov/app/details/PLAW-111publ274) defines plain language as writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject or field and intended audience. Extracted from: <https://www.govinfo.gov/app/details/PLAW-111publ274>

DHCR strives to communicate with its clients through language that is as clear and concise as possible. DHCR's documents are prepared in accordance with the concepts set forth in NY General Obligations law §5-702, which requires the use of plain English so that the documents and notices can be easily understood by the public at large. Consistent with these concepts, DHCR staff is instructed to use titles and headings that enable clients to quickly and easily identify the type of information that is being presented and, where applicable, sought from them. In addition, where appropriate, DHCR documents: (a) use bullet lists to recap main points or other important information on the page; (b) put the most important material first and the exceptions last; and (c) organize material chronologically.

Our agency has the following resources available for translation of documents:

Contracts with vendors for translation services

Vendors: LanguageLine Solutions, Inc. and potentially any vendor under the NYS OGS Statewide Administrative Services Contract.

Contracts or other arrangements with schools and community organizations

Names of schools/organizations:

Translation of documents by bilingual staff members

Other (describe)

The agency's Language Access Coordinator ("LAC") maintains a list of translation resources that are available to staff. This resource list includes:

Names and contact information for all resources

Names and locations of staff members who are available to provide translations of documents

Languages in which each translation service is qualified

Procedures for accessing each translation service

Our agency translates documents that LEP individuals submit in their primary languages in a timely manner. Our protocol in this regard is as follows:

Except in, for, and during administrative hearings or when related to matters that are not within DHCR's jurisdiction because they are within a third party's authority, documents submitted by LEP individuals in their primary language are transmitted promptly to our NYS OGS approved language services provider. They, in turn, translate and return the documents within three to five business days, depending on the size and complexity of the document.

The following non-exhaustive list of documents are currently translated or in the process of translation by our agency in the languages indicated. Documents with an asterisk (*) are determined by the agency to be vital documents.

- *AR: Arabic*
- *BE: Bengali*
- *CH: Chinese*
- *FR: French*
- *HA: Haitian-Creole*
- *IT: Italian*
- *KO: Korean*
- *PO: Polish*
- *RU: Russian*
- *SP: Spanish*
- *UR: Urdu*
- *YI: Yiddish*

#	Name	Top 12 Languages												Additional Languages
		AR	BE	CH	FR	HA	IT	KO	PO	RU	SP	UR	YI	
1.	HSTPA Overview *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2.	ORA: Fact Sheet #1: Rent Stabilization and Rent Control *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
3.	ORA: Fact Sheet #4: Lease Renewal in Rent Stabilized Apartments *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4.	ORA: Fact Sheet #5: Vacancy Leases in Rent Stabilized Apartments*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5.	ORA: Fact Sheet #9: Security Deposits *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
6.	ORA: Fact Sheet #14: Rent Reductions for	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

	Decreased Services *													
7.	ORA: Fact Sheet #16: Collecting Overcharges in Rent Stabilized Apartments in New York City *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
8.	ORA: Fact Sheet #17: Harassment *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
9.	ORA: Fact Sheet #20: Special Rights of Disabled Persons*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10.	ORA: Fact Sheet #21: Special Rights for Senior Citizens *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
11.	ORA: Fact Sheet #24: Major Capital Improvements (MCI) - Questions and Answers*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
12.	ORA: Fact Sheet # 25: Window Guards *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
13.	ORA: Fact Sheet #26: Guide to Rent Increases for Rent Stabilized	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

	Apartments in New York City*													
14	ORA: Fact Sheet #30: Succession Rights *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
15	ORA: Fact Sheet #32: Eviction *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
16	ORA: Fact Sheet #34 Expedited Proceedings *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
17	ORA: Fact Sheet #40: Preferential Rents *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
18	ORA: Fact Sheet #44: Fees *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
19	ORA: Fact Sheet #45: Housing Rights of Foreign-Born Tenants*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
20	ORA: Policy Statement No. 91-5: Limitations of Filing Requests for Reconsideration of Order Issued by Rent Administrators and/or the Commissioner *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
21	ORA: New York City RSL Lease Rider *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

2 2.	ORA: ETPA Standard Lease Addendum*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 3.	ORA Policy Statement No. 93-2: Definition of Room for Major Capital Improvements (MCI) Purposes *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 4.	ORA: Operational Bulletin 2016-1: Individual Apartment Improvements *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 5	RN-19C: Individual Apartment Improvement: Tenant's Informed Consent *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 6	Immigration Status, Housing Discrimination, and Tenant Harassment – Frequently Asked Questions *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 7.	HCVP: Annual Recertification Letter/Additional Document Request *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 8.	HCVP: Lead-Based Paint	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

	Notification – HUD Form *													
29.	HCVP: Family Obligations*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
30.	HCVP: Informal Hearing*	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	
31.	HCVP: Portability Information Sheet *	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	
32.	HCVP: Applicant /Participant Participation *	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	
33.	HCVP: Consent for Release of Information*	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	
34.	HUD Fact Sheet: “How Your Rent is Determined – For Public Housing and Housing Choice Voucher Programs *	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	Vietnamese
35.	HUD-1686-1 FHEO: Fair Housing Equal Opportunity for All *	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	Farsi, French, Hindi, Khmer, Lao, Tagalog, Vietnamese
36.	HUD-50066: Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking *	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	Arabic, Cambodian, French, Hmong, Lao, Vietnamese

37.	HUD-52517: Request for Tenancy Approval - * Housing Choice Voucher Program	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, French, Hmong, Tagalog, Vietnamese
38.	HUD-52641: Housing Assistance Payments Contract Section 8 Tenant Based Assistance — Housing Choice Voucher Program *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Hmong, Vietnamese
39.	HUD-52641 -A: Tenancy Addendum Section 8 Tenant-Based Assistance Housing Choice Voucher Program*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Hmong, Lao Vietnamese
40.	HUD-52646: Voucher Housing Choice Voucher Program *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Hmong, Vietnamese
41.	HUD-52649: Statement of Homeownership Obligations — Housing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Vietnamese

	Choice Homeownership Voucher Program *													
4 2.	HUD-52650: Family Self-Sufficiency (PSS) Program Contract of Participation *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Vietnamese
4 3.	HUD-52650: Family Self-Sufficiency (FSS) Program Contract of Participation -- Instructions *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Vietnamese
4 4.	HUD-52650: Family Self-Sufficiency (FSS) Program Contract of Participation - Attachment *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Vietnamese
4 5.	HUD-52652 Family Self Sufficiency Program FSS Escrow Account *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, French, Vietnamese
4 6.	HUD-593-PIH: A Good Place to Live *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, Hmong, Vietnamese
4 7.	HUD-903.1: Are You a Victim of	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Amharic, Arabic, Armenian, Burmese,

	Housing Discrimination? *													Cambodian, Greek, Indonesian, Portuguese, Thai, Urdu, Vietnamese
48.	HUD-928.1 Fair Housing Poster (Title VIII/63 Act) *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, Cambodian, Hmong, Khmer, Vietnamese, Farsi, French, Hindi, Lao, Tagalog
49.	EPA-747-K-12-OOL: Protect Your Family from Lead in Your Home — Real Estate Disclosure *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Arabic, French, Somali, Vietnamese
50.	OHM: Income Affidavit Forms (HM-73, 2/12) *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
51.	OHM: Tenant (Cooperator) Instructions for Completion of Affidavit of Family Income *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
52.	Tenant Complaint Form *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
53.	TPU: Tenant Protection Unit Flyer *	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

New documents identified for translation after the signing of this Plan and before the 2-year reassessment will be translated in a timely manner. DHCR will complete translation of all existing vital documents into French and Urdu by July 2023.

The process for ensuring that translations are accurate and incorporate commonly used words is as follows:

The DHCR, through its vendor (where applicable), will ensure that proofing/editing for correctness and cultural sensitivity are a component of the translation services provided by any vendor under contract as part of the publication process. The DHCR will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of literacy levels.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is: DHCR’s Director of the Office of Training and Professional Development (“OTPD”).

The staff training includes the following components:

- The agency’s legal obligations to provide language access services
- The agency’s resources for providing language access services
- How to access and work with interpreters
- Cultural competence and cultural sensitivity
- How to obtain translation services
- Maintaining records of language access services provided to LEP individuals

The methods and frequency of training are as follows:

Staff is trained via in-person and through on-line seminars and workshops and provided with written materials. The Office of Employee Relations provides the mandatory language access training annually for designated supervisors and front-line staff. New staff must complete on-line training within 60 days of their start date.



PART 6 – Monitoring the Plan and Responding to Complaints

A. Monitoring

Our agency’s Language Access Coordinator (“LAC”) will monitor implementation of the Plan to make sure we are in compliance. Our protocols in this regard are as follows:

DHCR's Language Access Coordinator meets, on an as needed basis, with key staff from each of the relevant agency offices to assess Plan compliance, identify and address any problem areas and consider methods for increasing compliance. The LAC also reviews all written complaints concerning the agency's provision of language assistance services. In addition, the LAC meets with individual staff, including the director of OTPD, to monitor the progress of any Language Access initiatives.

B. Complaints

We provide information to the public in at least the top 12 most commonly spoken non-English languages in the state, advising members of the public of their right to file a complaint if they feel that they have not been provided adequate language access services or have been denied access to services because of their limited English proficiency. We do not retaliate or take other adverse action because an individual has filed a language access complaint.

We display information on the right to file a complaint, and the procedures for filing a complaint, in the following manner:

All relevant DHCR programs post notices identifying the right to file such a complaint form in all reception areas of their offices, including ORA's Borough Rent Offices. Complaint forms and a binder containing the procedures to file such a complaint are kept in each of these reception areas.

The standardized complaint forms will be available in all twelve languages in our public offices upon request. The complaint forms are also available for download or online submission through our website.

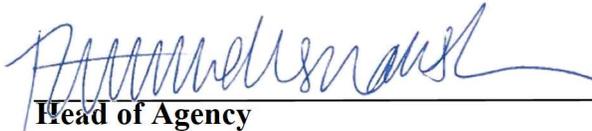
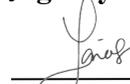
We handle complaints made to the agency regarding the provision of language assistance services in the following manner:

All complaints regarding the DHCR's provision of language assistance services are referred to the agency's LAC. Where appropriate, the LAC may (1) ask a DHCR language access committee member from the relevant program area to investigate the complaint, and/or (2) notify the supervisor of the relevant program area about the complaint. The LAC or their designee must promptly acknowledge receipt of the complaint, in writing, and inform the complainant of the estimated timeframe for resolution of their complaint (subject to the agency's receipt of any necessary information from the complainant).

All complaints must be timely forwarded to the Office of Language Access.

PART 7 – Signatures



	Commissioner/CEO	09/30/2022
Head of Agency	Title	Date
	Language Access Coordinator	9/30/2022
Agency LAC	Title	Date
		09/30/2022
Executive Director, NYS Office of Language Access		Date