**ATTACHMENT C-1: LANGUAGE ACCESS PLAN**

*This form must be submitted to the agency with the Project’s Marketing Plan.*

Marketing and resident selection processes must be accessible to people with limited English proficiency (LEP). The NYC Housing Connect online application, the paper application, and supplementary informational materials are available in seven languages: Arabic, Bengali, Chinese, English, French, Haitian Creole, Korean, Polish, Russian, Spanish, and Urdu.

1. **Documents required for applicant interviews**

With your Marketing Plan, please submit a copy of the *Document List* *(Attachment H-1C)* in each language, with checked boxes next to all required documents, as well as any blank fields completed.

1. **Plan for scheduling interviews with LEP applicants. Please complete the information below.**
   * # of multilingual staff available to receive calls from LEP applicants:
   * Languages spoken by reception staff:
   * Service retained for 3-way phone interpretation:
   * Languages offered in online scheduling tool (if applicable):
   * Other:
2. **Plan for in-person interview interpretation. Please complete the information below.**
   * # of multilingual staff trained to interview LEP applicants:
     1. Languages spoken by interview staff:
   * Service retained for telephonic interpretation:
     1. Hours service is available:
     2. Languages spoken by interpretation service:
   * In-person interpretation service retained (optional):
     1. Languages spoken:
   * Other:
3. **Plan for making language access resources readily apparent and available at office and interview location. Please check boxes to indicate which items are implemented (must check at least one).**

* Instructions in plain view for visitors to request interpretation services
* Poster to help visitors/interviewees identify their preferred language
* Posted instructions for staff to use phone interpretation services
* # of dual handset telephones for use of telephonic interpretation:

1. **Service retained for translating appeals and ad-hoc written content:**
2. **Additional services offered or measures taken:**

For more information, see the *Guide to Language Access for Marketing, Attachment C-2,* alsoavailable on HPD’S website.