



City of Boulder
Division of Housing

LANGUAGE ACCESS PLAN

For Persons with Limited English Proficiency



**EQUAL HOUSING
OPPORTUNITY**

The City of Boulder, Division of Housing does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status.



City of Boulder

Division of Housing

I. PLAN STATEMENT

The City of Boulder, Division of Housing recognizes the importance of effective and accurate communication between personnel and the community that it serves. This Language Assistance Plan sets forth the actions we will take to ensure that persons with Limited English Proficiency ("LEP") have meaningful access to Division of Housing supported services, programs and activities. In accordance with federal guidelines, the Division of Housing will make reasonable efforts to provide or arrange for free language assistance for its LEP persons.

II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

Meaningful access is free language assistance in accordance with federal guidelines. See for the City's Four-Factor Analysis of persons with Limited English Proficiency ([Appendix A](#)). The Division of Housing will periodically assess and update the LEP four-factor analysis, including but not limited to:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the Division of Housing.
- The frequency with which LEP persons using a particular language come into contact with the Division of Housing as outlined in the LEP Frequency Data ([Appendix B](#)).
- The nature and importance of the Division of Housing supported program, activity or service to the persons' life.
- The Division of Housing's resources and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where the costs imposed substantially exceed the benefits.

III. LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient (LEP) person and may be entitled to language assistance with respect to the Division of Housing supported programs and activities.

Language assistance includes interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. The Division of Housing will determine when interpretation and/or translation are needed and are reasonable.

The Division of Housing staff will take reasonable steps to provide the opportunity for meaningful access to LEP persons who have difficulty communicating in English. If a person asks for language assistance, and staff determines that the person is a LEP person and that language assistance is necessary to provide meaningful access, the Division of Housing will make reasonable efforts to provide free language assistance. If reasonably possible, the



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Division of Housing will provide the language assistance in the LEP person's preferred language. Any person requesting language assistance should complete the LEP Request Form ([Appendix C](#)) and submit to Division of Housing staff for review and approval.

The Division of Housing has the discretion to determine whether language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access. The Division of Housing will periodically assess needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of the applicants/beneficiaries/clients. The Division of Housing will assess the needs, and re-evaluate the four-factor analysis based upon a higher level of language assistance requests than currently noted.

IV. TRANSLATION OF DOCUMENTS

The Division of Housing will weigh the cost and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical housing information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in a LEP group and other relevant factors. The Division of Housing will undertake this examination when an eligible LEP group constitutes five percent of an eligible person group.

If the Division of Housing determines that translation is necessary and appropriate, the Division of Housing will arrange to translate select mailings and documents of vital importance into that language using the List of Vital Documents by Key Service Areas ([Appendix D](#)).

The Division of Housing will work with community partners to ensure program materials and documents are made available in both English and Spanish. Additional languages will be translated upon requests.

The Division of Housing will consider technological aids such as Internet-based translation services, which may provide helpful, although perhaps not authoritative, translations of written materials.

V. FORMAL INTERPRETERS

When necessary to provide meaningful access for LEP persons, the Division of Housing will provide qualified interpreters, including the City's Spanish bilingual staff and other professional agencies, if available. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier. Bilingual employees of partner agencies, when available, can provide assistance to Division of Housing staff and LEP persons as part of their regular job duties.



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VI. INFORMAL INTERPRETERS

Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP person. Division of Housing staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.

A LEP person may use an informal interpreter of his or her own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by the Division of Housing. If possible, the Division of Housing should accommodate an LEP person's request to use an informal interpreter in place of a formal interpreter.

If a LEP person prefers an informal interpreter, after the Division of Housing has offered free interpreter services, the informal interpreter may interpret. In these cases, the person and interpreter must sign a Waiver of Interpreter Services ([Appendix E](#)). If a LEP person wants to use his or her own informal interpreter, the Division of Housing reserves the right to also have a formal interpreter present.

VII. OUTSIDE RESOURCES

Outside resources may include community volunteers, City of Boulder residents or program participants. These resources may be used for interpreting services at public or informal meetings or events if a timely request has been made.

VIII. GUIDANCE FOR COMMUNICATIONS WITH LEP PERSONS

The Division of Housing will take appropriate steps to assure that all LEP persons can obtain information concerning the existence and location of the Division of Housing supported programs, services, activities and facilities. Division of Housing staff will use Language Identification Cards ([Appendix F](#)) which allow persons seeking services to identify their language needs to staff. The Division of Housing has adopted the following procedures and resources for use in communicating with LEP persons:

A. Initial Point of Contact

At the initial point of contact, all potential applicants will be informed of the Division of Housing's policy of providing interpreters, at no cost to the person. A Free Language Assistance Poster ([Appendix G](#)) will be posted in the entry area of the Division of Housing office.

Division of Housing staff will strive to identify the language spoken by LEP persons as soon



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as possible at or after initial contact. Staff likely to encounter LEP persons will be provided Language Identification Cards which invite LEP persons to identify their language needs to staff.

B. Notice Posted of Available Free Language Assistance

The Division of Housing will post notice to LEP persons of available free Language Assistance in common areas, offices, and anywhere applications are taken. This notice will be translated into the most common languages encountered as noted in the Four- Factor Analysis:

- Spanish
- Chinese
- German
- French
- Russian
- Korean

C. Telephone Communications

- If possible, Division of Housing staff should first determine the caller's language.
- If an English-speaking family member or third party initiates the call on behalf of the LEP person, staff must advise the LEP person of the Division of Housing 's policy to provide free language assistance. The Division of Housing may not require the LEP person to use an informal interpreter. If a LEP person prefers an informal interpreter, after Division of Housing has offered free interpreter services, the informal interpreter may interpret. A LEP person's request to use his/her own interpreter must be noted in the person's file.
- If an interpreter is necessary, use the telephone conferencing feature by calling either the Interpreter Network of Colorado or Relay Colorado to arrange for an interpreter. If no interpreter is available, direct the caller to the phone numbers for INOC.
- Once the interpreter comes on the line, the call should be conferenced so that the LEP caller is part of a three-way call between staff, the caller and the interpreter.
- The Division of Housing will use the LEP Request Form to document the LEP person's use of the Division of Housing 's service, listing the LEP person's name, the language spoken by the LEP person, and the service provided.

D. In-Person Communications

In the instances where a LEP person walks in, staff should first determine the LEP person's language. Staff should use the Language Identification Cards to invite LEP persons to identify their language needs to staff.



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- If an English-speaking family member or third party offers to provide informal interpretation services on behalf of the LEP person, then the Division of Housing staff member must advise the LEP person of the Division of Housing 's policy to provide free interpretation services.
- The Division of Housing may not require the LEP person to use an informal interpreter. If a LEP person prefers an informal interpreter, after the Division of Housing has offered free interpreter services, the informal interpreter may interpret. A LEP person's request to use his/her own interpreter must be noted in the person's file.
- If an interpreter is necessary, call a language service provider such as the Interpreter Network of Colorado to arrange for an interpreter. If no interpreter is available, direct the LEP person to the phone numbers for INOC.
- Once the interpreter comes on the line, staff can use the speaker phone function to include the interpreter in the meeting with the LEP person.
- Staff must use the LEP Request Form to document the LEP person's use of the Division of Housing 's service, listing the LEP person's name, the language spoken by the LEP person, and the service provided.

E. Written Communication – Translation

The Division of Housing serves a very large area, but a small number of LEP groups. The Division of Housing will provide oral translations of important documents through interpreters, free of charge to LEP persons through the language service provider Interpreter Network of Colorado

IX. MONITORING

Division of Housing staff will review and revise this LAP, including the Four Factor Analysis from time to time. The review will include:

- a. Reports on the number of persons who are LEP, to the extent that the data entry can provide such information. Such reports may be supplemented by staff observations.
- b. Reports and other sources listing the languages used by LEP persons.
- c. A determination as to whether five percent of the Division of Housing 's citizens speak a specific language, which triggers consideration of document translation needs as described above.
- d. Analysis of staff requests for contract interpreters: number of requests, languages requested, costs, etc.



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X. LAP DISTRIBUTION AND TRAINING

This LAP will be distributed to all Division of Housing staff, available at Division of Housing office, posted on the Division of Housing 's website and explained in orientation/training Division of Housing supported projects, programs and partners who need to communicate with LEP persons.

XI. COMPLAINTS AND GRIEVANCES

Any person that would like to submit a formal complaint must complete the LEP Complaint Form ([Appendix H](#)) and submit to the Division of Housing Compliance & Project Manager. The Compliance & Project Manager will investigate the complaint to determine if a violation of this policy has occurred. Following such investigation, the Compliance & Project Manager will make a determination regarding the complaint, and if necessary, take corrective action.

Only applicants, residents, beneficiaries or clients of the Division of Housing may file a grievance. A grievance is any dispute which applicants, residents, beneficiaries or clients may have for the Division of Housing s failure to provide the requested free Language Assistance. A person, or his or her representative, may present a grievance either verbally or in writing to the Division of Housing within ten (10) business days after receiving the determination of the Division of Housing. The grievance must state: (a) the reasons for the grievance; (b) the action requested; and, (c) the name, address and telephone number of the LEP person. The grievance will be processed in accordance with the Division of Housing 's grievance procedures.

XII. REVISIONS

The Division of Housing may revise its LAP, in its sole discretion, to effectuate the intent, purpose or interpretation to ensure continued compliance with applicable law, without notice to residents/persons, applicants, or other parties.

XIII. DISCLAIMER

The guidelines described herein do not form a contract between the Division of Housing and any other parties. The guidelines are intended solely to ensure compliance with federal law.

These guidelines will be used for assessing the needs of the LEP community and evaluating requests for language assistance by the Division of Housing's applicants and residents/persons. They are not intended to be an exhaustive compilation of rules or policies governing assessment by the Division of Housing of requests for free language assistance. If any conflicts exist or arise between these guidelines and guidance issued by the federal, state, or existing or future statutes, regulations, or other legal requirements, the Division of Housing will follow the legal requirements.



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Attachments:

Appendix A - Four-Factor Analysis of persons with Limited English Proficiency (LEP)

Appendix B: LEP Frequency Data

Appendix C: LEP Request Form

Appendix D: List of Vital Documents by Key Service Areas

Appendix E: Waiver of Interpreter Services

Appendix F: Language Identification Cards

Appendix G: Free Language Assistance Poster

Appendix H: LEP Complaint Form

Resources:

Limited English Proficiency website: <https://www.lep.gov/>

HUD LEP website: <https://www.hud.gov/offices/fheo/lep.xml#Posters>

U.S. Department of Justice LEP Maps: <https://www.lep.gov/maps/>

Training:

Communicating Effectively with Limited English Proficient Individuals – webcast

<https://www.youtube.com/watch?v=vv3IBZkUgwg&feature=youtu.be>



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APPENDIX A

City of Boulder – Four Factor Analysis

Persons with Limited English Proficiency (LEP)

1. Demography – Number or Proportion of LEP Persons

The number and proportion of LEP persons eligible to be served or likely to be encountered by the Division of Housing and city supported programs is based on 2015 American Community Survey data which states the total population in Boulder County is 294,169. Based on the eligible population, the following chart reflects the Top Five non-English language preferences by total population and proportion, as well as how that language need is currently addressed and any proposed actions (as applicable).

The top six languages were determined by the highest number of LEP persons represented on the ACS chart. These were then compared to the ACS data. Of the Top Ten languages, only two were above the 1,000 persons “Safe Harbor” threshold based upon the 2011-2015 ACS’s chart B16001: Language Spoken at Home: 1) Spanish, 2) Chinese, 4) German, 5) French, 6) Russian, and 7) Korean.

Total Population – Boulder County: 294,169

Total LEP: 27,598

Total LEP %: 9.4%

Language	Population	Proportion	Current Services	Proposed Actions
Spanish	27,598	9.4%	Interpretation available upon request. Program materials and brochures translated in Spanish; HUD docs noted below; Google Translate for website program info.	Use professional translation for all public and complex meetings.
Chinese	2,8224	1.0%	Interpretation and translation available upon request. Google Translate for program info.	Use professional translation for all public and complex meetings.
German	2,215	0.8%	Interpretation and translation available upon request. Google Translate for program info.	Use professional translation for all public and complex meetings.
French	2,196	0.7%	Interpretation and translation available upon request. Google Translate for program info.	Use professional translation for all public and complex meetings.
Russian	1,032	0.4%	Interpretation and translation available upon request. Google Translate for program info.	Use professional translation for all public and complex meetings.
Korean	1,240	0.4%	Interpretation and translation available upon request. Google Translate for program info.	Use professional translation for all public and complex meetings.



City of Boulder – Four Factor Analysis

2. The frequency with which LEP persons come into contact with the program:

The City tracked the frequency of contact with LEP persons both over a two-week period and over the course of one year. The following chart described the frequency with each type of program within the Community Development Division, as well as current services provided and proposed actions:

Program	Tracked Frequency of LEP Persons	Current Services Provided	Proposed Actions
Overall CDBG, HOME, AHF, and CHAP Planning & Administration	None tracked;	Access to bilingual staff; Interpreter services; City website translated into 103 languages (Attachment A).	Use INOC or Relay Colorado as needed.
Homeownership Program	None in the last year.	Translated program materials; Access to bilingual staff; Interpreter services; All program info on the website translated into 103 languages (Attachment A).	Use INOC or Relay Colorado as needed.
Rental Housing Program	238 persons in 2016.	Access to bilingual staff; Interpreter services; City website translated into 103 languages (Attachment A).	Use INOC or Relay Colorado as needed.

3. The nature and importance of the program to people’s lives:

The following chart analyzes the nature and importance of the programs, and the corresponding program processing time and proposed actions:

Program	Nature and Importance	Program processing time	Proposed Actions
Overall CDBG, HOME, AHF, and CHAP Funded Projects & Programs	Planning and administration of federal and local grants	Annual planning and reporting of overall grant programs. Typically, a 15-day public notice for meetings and 15 or 30-day review period for plans or reports	Use INOC or Relay Colorado as needed. Expand outreach as noted below.
Homeownership Program	Administration of the program	Access to bilingual staff; All other needs can be addressed with INOC or Relay Colorado.	Translate materials into Spanish; Other languages available upon request; Use INOC or Relay Colorado as needed
Rental Housing Program	Administration of the program	Access to bilingual staff; All other needs can be addressed with INOC or Relay Colorado.	Use INOC or relay Colorado as needed.

4. Resources and Costs:

The DOH will balance the needs of our LEP persons with the reasonable cost of providing services. The following are the Division’s current resources and costs:



City of Boulder – Four Factor Analysis

- Access to bilingual (Spanish) staff available to interpret English/Spanish, and limited translation services. Cost: Salaried employees.
- Use family members or friends if desired by the LEP person, and if selected member is competent to provide quality and accurate interpretations, free of conflict of interest. However, generally do not permit children under 18 to serve as interpreter. Cost: Free.
- Translate all program materials and Public Notices on the City’s website into 103 languages by Google Translate. The six marked languages are among the top ten languages within Boulder. Cost: part of City’s website operating cost.

5. Analysis & Proposed Actions – to be adopted in the Language Assistance Plan:

- Provide professional third-party interpreters/translators free of charge using the following service:

Interpreter Network of Colorado

Phone: 303-831-4151

Toll Free: 1-888-499-7996

Website: <https://interpreternetwork.org/>

Relay Colorado

Phone: 1-800-659-3656

Website: <http://www.relaycolorado.com/>

- Partner with Intercambio Uniting Communities, and other organizations as identified, for outreach/marketing of the Division of Housing Programs and Notices.
- Translate Homeownership application, brochures and related forms into Spanish; make other languages available upon request. Homebuyers should sign an English language Loan Agreement with the translated document provided to the LEP buyer marked “For Information Only.”
- For LEP clients who visit the City’s Division of Housing Office and staff cannot identify what language they speak, use the “I Speak... Language Identification Guide.” (Exhibit B).
- For LEP clients that call in, use the telephone conferencing feature and call INOC or Relay Colorado to arrange for an interpreter. If no interpreter is available direct the caller to the INOC or Relay Colorado phone number.
- Train staff how to respond to LEP callers, LEP walk-ins, and LEP written communications
- Assess Subrecipients of DOH funding to determine their current language assistance services. Inform Subrecipients that they can use a contracted third-party to provide services free of charge to LEP persons.
- Post a notice in the DOH office informing LEP persons of the availability of language assistance services.

APPENDIX B – LEP Frequency Data

Program	Tracked Frequency of LEP Persons	Current Services Provided	Proposed Actions
Overall CDBG, HOME, AHF, and CHAP Planning & Administration	None tracked;	Access to bilingual staff; Interpreter services; City website translated into 103 languages (Attachment A).	Use INOC as needed.
Homeownership Program	None in the last year.	Translated program materials; Access to bilingual staff; Interpreter services; All program info on the website translated into 103 languages (Attachment A).	Use INOC as needed.
Rental Housing Program	238 persons in 2016.	Access to bilingual staff; Interpreter services; City website translated into 103 languages (Attachment A).	Use INOC as needed.



Division of Housing

Limited English Proficiency (LEP) Request Form

Name: _____

Address: _____
City State Zip Code

Email Address: _____ Phone: _____

I hereby request the following LEP services because I do not speak English as my primary language and I have limited ability to read, speak, write and understand the English language:

Additional Time (to complete the application and qualification examination).

Interpretation Services

Interpreter Language:

- Spanish German Russian
 Chinese French Korean

Translation Services

Document Title: _____

Translated Language:

- Spanish German Russian
 Chinese French Korean

Signature _____ Date _____

Staff Use Only:

Staff Name: _____ Title: _____

Date LEP Request Received: _____ Date LEP Service Provided: _____



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APPENDIX C

Division of Housing

Dominio limitado del inglés
Formulario de solicitud

Nombre: _____

Dirección: _____
Ciudad Estado Cremallera

Dirección de correo electrónico: _____ Teléfono: _____

Por la presente solicito los siguientes servicios LEP porque no hablo inglés como mi idioma principal y tengo una capacidad limitada para leer, hablar, escribir y comprender el idioma inglés:

- Tiempo adicional (to complete the application and qualification examination).
Servicios de interpretación
Servicios de traducción

Título del documento: _____

Firma

Fecha

Uso del personal solamente:

Staff Name: _____ Title: _____

Date LEP Request Received: _____ Date LEP Service Provided: _____



La División de Vivienda de la Ciudad de Boulder no discrimina ni discriminará por motivos de raza, color, religión, género, expresión de género, edad, origen nacional, discapacidad, estado civil, orientación sexual o estado militar.

APPENDIX D – List of Vital Documents by Key Service Areas

Division Workgroups	Document Description/ Title	Language
Homeownership Program	Application & Program Materials	Spanish
Community Investment Team	Fair Housing Brochures, URA Notices & Brochures, Funding Applications and HUD reports.	Spanish
Inclusionary Housing	Program materials and publications.	Spanish
Division of Housing	Program materials, publications and notices.	Spanish



Division of Housing

Waiver of Interpreter's Services

I, _____ (Client's name) have been informed of my right to have free interpretation services from City of Boulder, Division of Housing staff. I understand that I am entitled to these services at no cost to me or my family. I am choosing to provide my own interpreter at this time. The name of my interpreter is _____. To the best of my knowledge, this person is 18 years of age or older. This person will provide services to me beginning on _____ (start date) through _____ (end date).

I understand that I can end ("revoke") this waiver at any time and will be able to use the services of an interpreter at no cost. I also understand that that this waiver does not give permission for any interpreter to act as my authorized representative.

This form was translated for me and I understand it.

Client Signature Date

Interpreter's Signature Date

DOH Staff Signature Date

This section is for future use:

I choose to end ("revoke") this waiver.

Client Signature Date



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APPENDIX E

Division of Housing

Exención de los servicios de intérprete

Yo, _____ (Nombre del cliente) me han informado de mi derecho a recibir servicios gratuitos de interpretación del personal de la División de Vivienda de la Ciudad de Boulder. Entiendo que tengo derecho a estos servicios sin costo alguno para mí o mi familia. Estoy eligiendo proporcionar mi propio intérprete en este momento. El nombre de mi intérprete es _____. Que yo sepa, esta persona tiene 18 años de edad o más. Esta persona me proporcionará servicios a partir de _____ (fecha de inicio) hasta _____ (fecha final).

Entiendo que puedo finalizar ("revocar") esta exención en cualquier momento y que podré usar los servicios de un intérprete sin costo. También entiendo que esta exención no autoriza a ningún intérprete a actuar como mi representante autorizado.

Este formulario fue traducido para mí y lo entiendo.

Firma del cliente

Fecha

Firma del intérprete

Fecha

Firma del personal del DOH

Fecha

Esta sección es para uso futuro:

Elijo finalizar ("revocar") esta renuncia.

Firma del cliente

Fecha



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APPENDIX F

Language Identification Card



LIMITED ENGLISH PROFICIENCY



City of Boulder, Division of Housing
1300 Canyon Blvd 80302
P.O. Box 791
Boulder, CO. 80306

English

Mark this box if you read or speak English

Farsi

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

French

Cocher ici si vous lisez ou parlez le français.

German

Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.

Greek

Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά.

Haitian Creole

Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.

Hindi

अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।

Hmong

Kos lub voj no yog koj paub twm thiab hais lus Hmoob.

Hungarian

Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.

Ilocano

Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.

Arabic

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

Armenian

Խնդրում ենք նշում կատարել այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:

Bengali

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

Cambodian

បញ្ជាក់ប្រើប្រាស់ប្រសិនបើ អ្នកអាន ឬនិយាយ ខ្មែរ ។

Chamorro

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

Simplified Chinese

如果你能读中文或讲中文，请选择此框。

Traditional Chinese

如果你能讀中文或講中文，請選擇此框。

Croatian

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

Czech

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

Dutch

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

Slovak

Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.

Spanish

Marque esta casilla si lee o habla español.

Tagalog

Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.

Thai

ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.

Tongan

Maaka 'i he puha nġ kapau 'oku ke lau pe lea fakatonga.

Ukrainian

Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.

Urdu

اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔

Vietnamese

Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.

Yiddish

באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.

Italian

Marchi questa casella se legge o parla italiano.

Japanese

日本語を話せるか、または日本語が読めるかをこのボックスにマークしてください。

Korean

한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.

Laotian

ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.

Polish

Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.

Portuguese

Assinale este quadrado se você lê ou fala português.

Romanian

Însemnați această căsuță dacă citiți sau vorbiți românește.

Russian

Пометьте этот квадратик, если вы читаете или говорите по-русски.

Serbian

Обележите овај квадратић уколико читате или говорите српски језик.



APPENDIX G

Free Language Assistance Available

Language Identification Flashcards

Language Identification Flashcards are available to assist LEP persons to identify their language needs to staff.

Interpreters

When necessary to provide meaningful access for LEP persons, the staff will provide qualified interpreters, including the City's Spanish bilingual staff and other professional agencies, as available.

Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP person. Staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication.

Call Language Service Provider

If an interpreter is necessary, staff will use the following telephone interpreter line to arrange for an interpreter.

Interpreter Network of Colorado

Phone: 1-888-499-7996

Website: <https://interpreternetwork.org/>

Relay Colorado

Phone: 1-800-659-3656

Website: <http://www.relaycolorado.com/>

Translation

Translation of Division of Housing program materials is available upon request.



Asistencia gratis de idiomas disponible

Tarjetas de identificación de idiomas

Las tarjetas de identificación de idiomas están disponibles para ayudar a las personas LEP a identificar sus necesidades de lenguaje para el personal.

Intérpretes

Cuando sea necesario para brindar un acceso significativo a las personas LEP, el personal proporcionará intérpretes calificados, incluido el personal bilingüe en español de la Ciudad y otras agencias profesionales, según estén disponibles.

Los intérpretes informales pueden incluir a los miembros de la familia, amigos, tutores legales, representantes de servicio o defensores de la persona LEP. El personal determinará si es apropiado depender de intérpretes informales, según las circunstancias y el tema de la comunicación.

Proveedor de servicios de idiomas telefónicos

Si es necesario un intérprete, el personal utilizará la siguiente línea de intérpretes telefónicos para coordinar un intérprete.

Red de intérpretes de Colorado

Teléfono: 1-888-499-7996

Sitio web: <https://interpreternetwork.org/>

Relé Colorado

Teléfono: 1-800-659-3656

Sitio web: <http://www.relaycolorado.com/>

Traducción

La traducción de los materiales del programa de la División de Vivienda está disponible a pedido.



Division of Housing

Limited English Proficiency (LEP) Complaint Form

Name: _____

Address: _____
City State Zip Code

Email Address: _____ Phone: _____

Please describe the nature of your complaint:

Multiple horizontal lines for describing the complaint.

Signature _____ Date _____

Staff Use Only:

Staff Name: _____ Title: _____

Date Complaint Received: _____ Date of Resolution: _____



The City of Boulder, Division of Housing does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status.



Division of Housing

Dominio limitado del inglés
Formulario de queja

Nombre: _____

Dirección: _____
Ciudad Estado Cremallera

Dirección de correo electrónico: _____ Teléfono: _____

Por favor describa la naturaleza de su queja:

Multiple horizontal lines for describing the nature of the complaint.

Firma _____ Fecha _____

Uso del personal solamente:

Staff Name: _____ Title: _____

Date Complaint Received: _____ Date of Resolution: _____



La División de Vivienda de la Ciudad de Boulder no discrimina ni discriminará por motivos de raza, color, religión, género, expresión de género, edad, origen nacional, discapacidad, estado civil, orientación sexual o estado militar.