

If You Do Not Speak English and Go To the Department of Homeless Services...
Local Law 73

✓ ***You must receive...***

Free language assistance services when you contact the Department of Homeless Services or any related office or facility.

✓ ***What languages are covered?***

Arabic, Chinese, Haitian-Creole, Korean, Russian, Spanish.

✓ ***What type of free language assistance services?***

You should be provided with...

- 1) Determination of your primary language¹ on your first visit and prompt language assistance services in all interactions.
 - (a) Language Card: If an employee of the agency cannot immediately recognize your primary language, they will give you the Language Card, which asks in at least all six covered languages, “Do you speak [insert language]? Please be seated, I will call an interpreter for you.”
 - (b) Language Line telephonic interpretation: If the Language Card does not work, an employee will help you interpret through a phone service.
- 2) Translation of all documents into the six covered languages;
- 3) Notices saying that free language assistance services are available and where to get those services.

The Department of Homeless Services should...

Keep a record of your primary language after your first contact with them asking for help.

✓ ***Who monitors the implementation of these services?***

The Office of Refugee and Immigrant Affairs (ORIA)

✓ ***Contact information:*** dial 311; or the Human Resources Administration Infoline: 1-877-472-8411

¹ Primary language means the language a non-English speaker chooses to speak when communicating with others.