



400 Sibley Street | Suite 300 | Saint Paul, MN 55101-1998 | 651.296.7608  
800.657.3769 | fax: 651.296.8139 | tty: 651.297.2361 | [www.mnhousing.gov](http://www.mnhousing.gov)  
*Equal Opportunity Housing and Equal Opportunity Employment*

## **Referral for Translation Services Policy**

The following outlines the steps a sub-grantee participating in the National Foreclosure Mitigation Counseling (NFMC) Program under Minnesota Housing takes to assist clients needing translation services.

If a client goes to a Minnesota Housing sub-grantee for NFMC counseling services and is in need of translation services, the counseling agency will take the following steps:

1. If available, make use of counseling agency staff that speaks the language of the client needing translation services;
2. If the client speaks the same language as employees of another network agency, refer the client directly to that counseling agency. Sub-grantees should contact the Minnesota Home Ownership Center for a complete list of counseling agencies that offer services in other languages. For clients that have very limited English speaking abilities, the agency will reach out to the other counseling agency on that client's behalf;
3. Make use of a translation service at no cost to the client. The agency can either use Dialog One, which has a pre-established relationship with NFMC sub-grantees under Minnesota Housing, or a translation service provider with whom they already have an existing partnership.
4. Make use of a family member or friend of the client for translation services only if at the request of the client specifically. Best practice is to follow one of the top three steps.