

Annual Report on Implementation of Language Access

**NYC Administration for Children's
Services
4/24/2020**



This annual report provides an update on the agency's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during Calendar Year 2019.

This report also addresses updates for agencies covered by Local Law 73 (2003).

Section 1: Agency Information

Agency name NYC Administration for Children's Services

Name of the agency's Elian Maritz

Language

Access

Coordinator

(LAC) and all

office titles held

by this

individual.

Link to the https://www1.nyc.gov/assets/acs/pdf/immigrant_services/2018/LanguageAccessAssessment.p

agency's

Language

Access

Implementation

Plan (LAIP)

posted on the

agency's

website.

Year the LAIP 2018

was last

updated

Section 2: Agency language access policy

Describe your agency's language access policy and how it is communicated to staff.

ACS's goal is to ensure that language is not a barrier to children and families meaningfully engaging in any ACS program or service. We strive to provide limited English proficient (LEP) youth and families with meaningful access to all of the child welfare, juvenile justice, and early care and education programs and services provided by ACS and our community-based contracted providers and to increase inclusion of LEP communities in policy and planning related to ACS programs and service delivery. This is more important than ever during the COVID-19 pandemic, with many families isolated and in need of information about the health crisis in a language that they understand, as well as requiring language access in their interactions with ACS and our providers. To advance these goals, ACS's policy is to provide interpretation in over 240 languages and to translate commonly distributed public-facing documents into the 10 Citywide languages for children and families in New York City who are limited English proficient. In-person interpretation and telephonic interpretation is available for all client interactions with ACS staff and also contracted-prevention services providers. This includes in-person interpreters being present during child protective investigations in the field and at family conferencing held at the borough offices, for family service unit staff carrying out court-ordered supervision and for preventive services administered by provider agencies, such as therapy (when a bilingual therapist is not available) or parenting classes, and for any other extended interaction with clients. There are 140 prevention programs across the city, serving over 24,000 children from over 10,000 families on any given day, all of whom have access to ACS's interpretation and translation contracts, to ensure language access for all LEP clients. This dedication to in-person interpretation is demonstrated by ACS being one of the largest agency users of in-person interpretation services in the City. Telephonic interpretation is used for shorter or unplanned client interactions, such as when clients call to learn about eligibility for childcare benefits or communication with parents whose children are in juvenile detention facilities, or for arranging home visits for child protective specialists. ACS's language access policy and practice is laid out in its 2011 policy titled "Working with Limited English Proficient (LEP) Families." Under this policy, ACS child protection staff are required to: 1. Determine a client's preferred language for both oral and written communication with ACS; 2. Inform clients of their right to interpretation/translation services; 3. Make use of face-to-face and telephonic services; and 4. Make use of translation services. Language access training is provided to new hires through ACS's training department, the James Satterwhite Academy, as part of pre-service training, and is provided to existing staff on an as-needed basis. In

addition, all newly hired staff at contracted providers are educated on language access obligations and where to find the tools and resources they will need to comply with these requirements. ACS's language access policy is included in policy manuals that are given to all child protection staff and in electronic policy manuals that all ACS staff are required to review. ACS is currently in the process of updating our Language Access Policy, to provide agency-specific guidance on compliance with Local Law 30 and expand ACS's policy guidance to include all public-facing staff and provider agencies.

Section 3: Language Access Accomplishments

Identify your agency's language access accomplishments during calendar year 2019 (CY19).

ACS successfully transitioned its language access contract management from the Division of Administration to the Office of Immigrant Services and Language Affairs (ISLA). ACS added a new position, ACS Language Access Contract Manager, a role dedicated to overseeing all language access contracts. The contract management transition is designed to accomplish two goals: centralize language access guidance and oversight in one office and increase capacity and dedicated support for language access programs. In addition, the ACS Office of Immigrant Services and Language Affairs completed a survey of all ACS-contracted foster care agencies to understand their language access needs. Based on this survey, ISLA developed a strategic plan of how to support foster care agencies strengthen their language access work (see goals section below). ACS Office of Immigrant Services and Language Affairs completed 47 trainings in CY 2019 to both ACS and provider agency staff on language access and immigration issues. In addition, ACS ISLA (in partnership with our Marketing team) designed and distributed "Language Access Desk Aids" to all public-facing divisions to provide an easy, user-friendly guide on how to access in-person and telephonic interpretation and when each service is appropriate. In 2019, ACS hired a consultant to help provide plain language trainings to public-facing divisions and to draft an ACS Style Guide and Glossary for use in translations. The consultant conducted six plain language trainings across ACS's public facing divisions. The Style Guide and Glossary will be finalized and put into use in 2020. In addition, ACS hired a contractor to review and edit priority public facing documents to ensure they are written in plain language. ACS also created a working group dedicated to improving language access during family conferencing. After discussing with ACS and staff and advocates, ACS recognized the need for a coordinated approach to language access across all family

conferences (which are run by ACS, Prevention and Foster Care Agencies). The goal of the Conferencing Language Access Working Group is to develop language access policy and standards for ACS families.

Section 4: Language Access Goals

Identify the agency's language access goals from its most recent Language Access Annual Report.

Describe the progress you have made in reaching those goals.

ACS's overarching goal for 2019 was to continue our work to ensure that language is not a barrier to children and families in engaging meaningfully in our services. We stated that we would strengthen our language access policy and enhance operations accordingly. To meet this goal, as mentioned above, in 2019, ACS Immigrant Services and Language Affairs (ISLA) created desk aids on language access for all public-facing divisions, which explained the Agency policy, clients' rights to language access, and provided an easy, user-friendly guide on how staff can access interpretation and translation vendors and where to direct any questions or complaints. ACS is currently in the last steps of finalizing a new, updated language access policy for the Agency and provider agencies. The policy will also incorporate guidance on working with Deaf and Hard of Hearing clients, so as to have one policy for all frontline staff who working with interpreters. In addition, as discussed above, ISLA conducted 47 trainings to ACS and provider staff, where we explained language access obligations and processes, and disseminated the language access desk aids. In 2018, we stated that we would develop and implement a Translation Style Guide and Glossary. ACS Immigrant Services and Language Affairs has developed these tools, with the support of a contractor, and they will be implemented in 2020. ACS has been updating trainings on language access across all divisions in 2019, and continues to do so. In 2018, we stated that ACS would survey our provider agencies and work to ensure that they are providing language access to all ACS clients. In 2019, ACS conducted a language access survey of all foster care agencies, to assess their needs and inform our strategic plan on how to best support their language access work. In addition, in our 2018 report, we discussed that we would be working with the NY State Office of Children and Family Services to propose changes to the way we are required to collect data on families' language needs. All child welfare agencies in NY State must use the child welfare database "Connections" to document information about clients and families. We worked closely with the State team who manages the database to propose changes to the way language data is collected in this database. The State team agreed to include new data fields in the database, which will track if the family identifies as "limited

English proficient.” This change will be rolled out in 2020, and will affect the way that not only ACS collects data on our client population, but all other child welfare agencies across the state.

Section 5: Provision of language services

(Refer to Administrative Code §23-1102 a.; §23-1102 b. (2, 5, 6, 7, 11); §23-1102 c.)

1.- Subcategory: Translation

(§23-1102 a.(1))

Identify the progress that the agency has made in translating its most commonly distributed documents into the 10 designated languages.

ACS has instituted an annual practice of training leadership of all divisions on Local Law 30 requirements and specifically, to remind them of their obligation to translate commonly distributed public-facing documents into the ten Citywide languages. While public-facing divisions can ask for documents to be translated at any time throughout the year, we have found it helpful to have an annual reminder of the obligation and a call for each division’s commonly distributed public-facing documents to ensure translation into the ten Citywide languages.

2 - Subcategory: Telephonic Interpretation

(§23-1102 a.(2) and §23-1102 c.)

Identify the progress the agency has made providing telephonic interpretation during CY19.

ACS and Prevention staff made 98,477 calls for telephonic interpretation in CY 2019. This was an increase from the previous year 2018 (93, 029 times). The vendor ACS uses for telephonic translation services is Language Line Solutions. Over 240 languages are available for telephonic translation. All ACS staff have access to an agency cellular phone or a desk phone to access this service. Staff call a dedicated number (which is specific to their division) and follow the prompts to access the service. Instructions on how to access this service are provided during training sessions, are available on the internal ACS website, and are detailed in the division-specific desk aids prepared by the ACS Office of Immigrant Services and Language Affairs.

3 - Subcategory: In-Person Interpretation

(§23-1102 a.(2))

Identify the progress the agency has made providing in-person interpretation during CY19.

ACS and Prevention staff used in-person interpretation services 18,392 times from January through December 2019, which is consistent with usage from 2018. (The in-person usage number for 2018 was, in fact, 18,949, not 42,134, as reported in the LL 30 2018 report, which was an error). Beyond those individual requests for interpretation, ACS also provided on-site Spanish interpretation through our vendor Accurate Communication at 15 locations, which include eleven ACS Child Protection Borough Offices and four Division of Youth and Family Justice sites throughout the city, during set hours each week, responding to the language access needs of the client population in that area. The on-site interpreters are available to translate for client walk-ins, interviews, pre-planned or emergency family conferences, and any other case work need. The vendor ACS uses for in-person interpretation is Accurate Communication. Over 175 languages are available for in-person interpretation. All ACS have access to this service when working with LEP clients. ACS staff call a designated phone line with a valid voucher number which they receive from their language access liaison. Instructions on how to access this service are provided during training sessions and are also available on the internal ACS website and in division-specific desk aids, created by the ACS Office of Immigrant Services and Language Affairs. ACS's interpretation and translation contract managers visit select Child Protection sites each year to discuss language access protocol, ensuring that staff understand when and how to access interpretation and translation services, and to collect feedback on working with vendors. The vendor is present at these meetings. In addition, ACS's Office of Immigrant Services and Language Affairs (ISLA) collects monthly reports from all ACS divisions on any issues working with language access. The ISLA staff works to ensure that the individual issues are resolved and identifies any patterns of problems and works with the vendor to address them.

4 - Subcategory: Posting of multilingual signage about the availability of free interpretation services
(§23-1102 a.(3))

Identify the progress the agency has made posting multilingual signage about free language services.

ACS and our provider agency staff use signage and personnel to inform clients of their legal rights to free interpretation services when they are communicating with ACS and its provider agencies. ACS uses two multilingual signs created by the Mayor's Offices of Immigrant Affairs and Operations to provide notice to the public of the right to free language interpretation services and of the right to contact 311 with language access complaints. Visible versions of the two language access signs are printed internally by ACS and posted in 130 locations across ACS sites citywide. The signage appears in at least 22 languages,

including the 10 designated languages. The right to language access services is also stated on the ACS website. Since many children and families receiving child welfare services have their initial contact with ACS in their homes, ACS caseworkers and provider agencies use language identification cards to identify the client's preferred language and to inform the client of the availability of free interpretation services upon initial contact. If the language identification card does not contain the client's preferred language, or the client is unable to read the card, ACS caseworkers and provider agencies use telephonic interpretation services to identify the preferred language and to inform the client of the availability of free interpretation services.

5 - Subcategory: Emergency Preparedness and Language Access
(§23-1102 b.(5))

Identify the agency's progress to ensure that language access services are provided during an emergency response.

During an emergency, such as the COVID-19 crisis that began to spread in the first part of Calendar Year 2020, ACS works with New York City Emergency Management (NYCEM) to ensure that we devise a unified, accurate and timely message to the public. Considering New York City's ethnic and linguistic diversity, ACS makes every effort to make information available and accessible to all LEP youth and families. ACS's Emergency Communications Team ensures that all emergency signage is posted in the ten citywide languages, both in public locations and on the ACS website. During an emergency, language assistance and the provision of language services are provided by ACS's language access vendors. Additionally, there are 15 ACS locations where an on-site Spanish interpreter will be available in the event of an emergency. Depending on the nature of the emergency, some sites may be closed and temporarily relocated. Vouchers for services are available from Office Managers/ Language Access Liaisons at ACS locations. Because ACS has contracts for in-person, video-remote and telephonic interpretation, we have a wide range of language access service media which can be used interchangeably depending on the nature of the emergency. For example, if in-person interpretation is not available or not advisable, as during the current COVID crisis, ACS and Prevention staff can use video-remote or telephonic interpretation.

6 - Subcategory: Multilingual Agency Communications
(§23-1102 b.(6))

Identify your agency's progress toward making other types of agency communications accessible to individuals and/or communities with Limited English Proficiency (LEP). Other types may include emergency notifications, public hearings and events, press releases, website content, social media, and other communications to the public.

As reported in the 2018 LL 30 Report, ACS hired a bilingual deputy press secretary in 2018 whose portfolio includes ethnic media. Due to this focused attention, ACS was able to see in an increase in our coverage in local ethnic media. In 2019, ACS had 10 clips on Hispanic Media (4 on El Diario NY, 2 on NY1 Noticias, 2 on Univision and 2 on Telemundo). Additionally, ACS has translated our press releases into Spanish, and is posting them on a dedicated webpage:
<https://www1.nyc.gov/site/acs/about/pressReleasesEsp.page>.

7 – Subcategory: Plain Language
(§23-1102 b.(7))

Identify the agency’s progress in ensuring that communications with the public are in plain language.

In 2019, ACS hired a contractor to review and edit top priority public facing documents, to ensure they are written in plain language. The contractor completed the review and edit of 122 public facing documents, which are in the process of being finalized and put into circulation. In addition, as mentioned above, ACS also hired a separate contractor to conduct six in-person trainings on communicating in plain language to ACS’s public facing divisions. The next step in 2020 will be developing a standing plain language e-learn, available to all staff who create documents for the public.

8 – Subcategory: Licenses, Permits, and Registrations
(§23-1102 b.(12))

*Note: The deadline for this section of Local Law 30 is June 30, 2020. Provide updates as applicable.

If your agency issues licenses, permits, and registrations, identify its progress toward providing language access when issuing licenses, permits, and registrations.

N/A

Section 6: Training

(Refer to §23-1102 b.(8))

Identify the agency's progress in developing training on laws, agency policies, and protocols on language access, and in delivering training to staff.

ACS Office of Immigrant Services and Language Affairs (ISLA) works closely with both of ACS's training institutes (the James Satterwhite Academy and the Workforce Institute) to ensure that language access training and understanding is disseminated throughout the agency. The ACS James Satterwhite Academy focuses on establishing the foundations of fundamental practice for newly hired direct service staff and supervisors. The Workforce Institute is a partnership between ACS and the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work) to provide ongoing professional skills development for direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors. There are more than 2,000 frontline Child Protective staff who interact regularly with families, children, and members of the public. As part of their onboarding training at the James Satterwhite Academy, these staff members receive a three-hour training that includes language access, immigration, and cultural sensitivity. That training includes videos that model how to explain interpretation services to members of the public; the videos also demonstrate how to speak while working with an interpreter. The video components of that training are also available to all ACS staff to view at any time. The ISLA team supplements and reinforces these trainings by providing continuing in-person trainings to ACS and provider agency staff on language access. In 2019, ISLA conducted 47 trainings on language access and related issues. To build on the initial trainings, ISLA is working closely with ACS's Workforce Institute to develop a new e-learning course on working with immigrant families, which will include a language access component. Finally, ACS's Workforce Institute will develop an e-learning course on communicating in plain language for 2020, to support plain language writing skills across the agency.

Section 7: Record keeping and evaluation

(Refer to §23-1102 b.(3) and §23-1102 b.(4))

Identify the progress your agency has made in record keeping of language services and monitoring the delivery and quality of language services. Include any considerations that may influence the agency’s “four-factor analysis.”

As discussed previously, ACS has been working closely with the state agency who oversees us to propose changes in the way we collect language data for clients in the state child welfare database system, Connections. After many discussions, the changes were approved and are awaiting implementation, which we expect to occur in 2020. Also, by centralizing the language access contract management in the Office of Immigrant Services and Language Affairs, we anticipate being able to better use data from the language access contracts to drive programmatic decisions on how best to meet the language access needs of our client population. We have been able to compare information about language as tracked in our Connections database with the information we have received from our vendor. One major takeaway for us has been that about 80 percent of our limited-English proficient clients are Spanish speakers (compared with the citywide number being 45 percent of LEP residents being Spanish speakers, as reported by the Mayor’s Office of Immigrant Affairs in their 2019 Annual Report). The high percentage of LEP clients being Spanish speakers is part of the Agency’s reasoning behind having dedicated on-site Spanish interpreters at high-traffic offices, a very successful program that we will be looking into expanding in 2020.

Section 8: Resource analysis and planning

(Refer to §23-1102 b.(11))

Identify the progress your agency has made in managing its language access resources (including staff and contracted services) to facilitate and/or improve language access. Include any considerations that may influence the agency’s “four-factor analysis.”

As mentioned above, ACS created a new position, “Language Access Contract Manager,” and transferred the management of the language access contracts to the Office of Immigrant Services and Language Affairs. The transition is designed to accomplish two goals: centralize language access guidance and oversight in one office and increase capacity and dedicated support for language access programs. In addition, in 2019, ACS added a dedicated Immigration and Language Access Americorps VISTA position, housed in the ACS Office of Immigrant Services and Language Affairs, which we hope to extend in 2020. The VISTA has been able to support the expansion of our language access work, by

developing training and aids for ACS staff. Finally, ACS also added a Language Access ReServist position, through the NYC Service Office, to support the language access contract management. ISLA also has a dedicated language access mailbox (language.access@acs.nyc.gov), by way of which we receive requests, questions or complaints from ACS staff and the public, and which allows us to respond to inquiries directly, track and oversee any language access inquiry or complaint, and identify any trends in support needs.

Section 9: Outreach and public awareness of language access services

(Refer to §23-1102 b.(9))

Identify the progress your agency has made in implementing strategies and outreach activities that will create public awareness of your agency's language assistance services.

NOTE: This item refers to strategies and outreach activities specifically about the availability of language assistance services provided by your agency, *not* multilingual outreach about your agency and its services or programs.

ACS Office of Immigrant Services and Language Affairs (ISLA) meets regularly with community advocates and explains ACS's language access services and the language access complaint system to the advocate community directly. For example, the ACS Office of Immigrant Services and Language Affairs chairs the "Supporting Immigrant Children and Families Working Group," which is made up of over 100 community child welfare advocates and ACS staff and meets on a semi-annual basis. Language access rights and concerns are regularly discussed in these meetings. This collaborative working group also fosters direct relationships between ISLA and advocates, and advocates know to reach out directly to ISLA on any individual case needs concerning immigration and/or language access or for general questions about ACS language access policies and procedures. Furthermore, as discussed above, ISLA conducted 47 trainings in 2019 on immigration and language access at ACS and provider agency offices throughout the city. In addition, language access services are discussed in ACS's "Getting to Know ACS" presentations, which are given to community groups across the city to help explain the child welfare, juvenile justice, and early child care programs and policies. In addition, the language access mailbox (language.access@acs.nyc.gov), where clients can make any language access inquiry or complaint, is listed on the ACS website.

Section 10: Language Access complaints

(Refer to §23-301 and §23-1102 b.(10))

1 - Describe how members of the public can submit language access complaints, questions and requests to the agency (in addition to making a complaint via 311).

Members of the public can submit language access complaints, questions and requests through 311 or by reaching out to the ACS Office of Advocacy (an ACS office that is designated to hear and help resolve complaints and concerns from the public via phone, email, and in person) or by emailing the dedicated ACS Language Access mailbox (language.access@acs.nyc.gov), which is listed on our website. Language access questions are then routed to the relevant programmatic division and the Office of Immigrant Services and Language Affairs, who look into the complaint and respond accordingly.

2 - How many *language access complaints* did the agency receive via 311 during CY19? Describe how each of these complaints were resolved.

During CY19, the agency received two complaints via 311. The complaints were assigned to ACS staff within the Office of Advocacy for follow up and to provide assistance.

3 – How many *language access complaints* did the agency receive via channels other than 311 during CY19? Describe how each of these complaints were resolved.

During CY19, the agency received seven complaints via channels other than 311. These complaints were resolved by assigning each complaint to an ACS staff, who would follow up with the individual and assist them.

4 - How many *requests for language access services did the agency receive through 311 during CY19? How were they handled?**

None

5 - How many *requests for language access services did the agency receive through channels other than 311 during CY19? How were they handled?**

None

6 - Describe the agency's efforts to ensure public awareness of the 311 Language Access complaint system.

As discussed above, ACS meets regularly with community advocates and explains ACS's language access services and the language access complaint system to the advocate community directly. In addition, ACS's language access services are discussed in ACS's "Getting to Know ACS" presentations, which are

given to community groups across the city to help explain the child welfare, juvenile justice, and early child care programs and policies.

***NOTE: “Requests for additional language services”** refers to new ways in which the agency can make its services or information available to those who do not read or speak English well – e.g., translating a specific brochure into additional languages, or providing bilingual staff at a particular service facility. It does NOT refer to individual requests for interpretation.

Section 11: Language Access Goals

List your agency’s language access goals for Calendar Year 2020.

ACS’s language access goals for 2020 focus on using new technologies to more seamlessly provide language access in the field. Our top three goals that are scheduled to be completed in 2020 are: implementing video-remote interpretation (VRI), transitioning to electronic vouchers and introducing the Language Line phone and tablet application for frontline staff. ACS will launch video-remote interpretation in 2020 to broaden the language access options available for the use of ACS and Prevention Agency staff. VRI is not meant to replace in-person interpretation, but will be used when in-person interpretation is not available, such as during the COVID crisis. VRI offers certain advantages over telephonic interpretation, insofar that the video can improve interpretation accuracy and also allow for the interpreter to account for nonverbal cues and provide a more personal interaction. Secondly, we hope to use all electronic vouchers in 2020. Currently, for staff to use in-person interpretation under most circumstances, ACS staff must request a paper voucher in advance and then provide a copy to the interpreter. After consulting with frontline staff and the vendor, we have identified that this can create an unnecessary extra step in securing an in-person interpreter. By moving to a fully electronic system, ACS staff will be able to more seamlessly request and obtain interpretation services for LEP families. Likewise, by disseminating the Language Line app to ACS staff for use on their smart phones or tablets, we will make it easier for staff to access telephonic interpretation, without having to remember the dedicated hotline number and/or access code. Other goals scheduled for 2020 are that the statewide child welfare database system Connections implement the recommendations we have made on how to change the way ACS and other NY child welfare agencies collect data about LEP families. Furthermore, we hope to be able to extend our language access contracts to cover interpretation and translation needs of foster care agencies. We plan to expand our trainings and support for foster care agencies in implementing language access best practices. Finally, we hope to review our internal and external website, to ensure that language access information is user-friendly and accessible. We hope to achieve

these goals, but also recognize that language access priorities may shift over the year, as the agency readjusts to the new work environment due to the COVID crisis.

Addendum: Reporting questions for Local Law 73

(Refer to §8-1007 and §8-1008 d. of the Administrative Code)

***Note: This section applies only to those agencies covered under Local Law 73: ACS, DHS/HRA, DOHMH.**

1 - Record the number of LEP individuals served during Calendar Year 2019, disaggregated by primary language; agency contractor, contractor, or agency office *[HRA only]*; and assistance type required. *[Add rows as needed]*

Please also see chart with data from the OCFS database providing data on clients’ primary language (titled “Primary Language of Persons Involved in SCR Reports” pasted below).

Language	Agency contractor, contractor or agency office <i>[HRA only]</i>	Type of assistance required (<i>translation; telephonic interpretation; onsite interpretation</i>)	2019 Language Services instances (<i>number</i>)
All (See chart below for requests divided by language)	n/a	In-Person Interpretation	18,392
All (See chart below for requests divided by language)	n/a	Telephonic Interpretation	98,477
All	n/a	Written Translation	252

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]*

ACS does not hire interpreters on staff, instead uses contracted services to provide interpretation.

Language	Number of staff

3 – How does the agency assess whether primary language determinations are properly recorded?

If an incorrect language is initially identified for the client, the contract interpretation service notifies ACS staff and assists in correcting it.

4 – How does the agency assess whether documents are translated accurately and disseminated properly?

ACS ensures that translation services meet the highest quality by working with the Department of Citywide Administrative Services (DCAS) to contract with qualified vendors. In order to ensure translations and interpretations are consistent and accurate, ACS is developing a Translation Style Guide and Glossary for the agency, which will draw on feedback from bilingual staff and community members, and include 150 commonly used ACS terms.

Primary Language of Persons* Involved in SCR Reports , CY19

Language	Grand Total	
	#	%
English	213,245	86.07%
Spanish	22,016	8.89%
Unknown	5,095	2.06%
Multiple	1,487	0.60%
Mandarin	1,378	0.56%
Bengali	964	0.39%
Arabic	627	0.25%
Russian	501	0.20%
Creole	427	0.17%
Cantonese	304	0.12%
Chinese	296	0.12%
French	260	0.10%
Urdu	231	0.09%
Korean	108	0.04%
Amer Sign	103	0.04%
Punjabi	93	0.04%
Albanian	71	0.03%
Fulani	64	0.03%
Portuguese	50	0.02%
Polish	47	0.02%
Hebrew	42	0.02%
Hindu	40	0.02%
Vietnamese	37	0.01%

Fujanese	35	0.01%
Romanian	29	0.01%
Yiddish	22	0.01%
Ethiopian	20	0.01%
Czech	19	0.01%
Tagalog	17	0.01%
Italian	16	0.01%
SerboCroat	14	0.01%
Japanese	14	0.01%
Gukarati	12	0.00%
NigerianIbo	10	0.00%
Farsi	10	0.00%
Nat Am Lan	9	0.00%
Greek	8	0.00%
Khmer	5	0.00%
German	4	0.00%
Bosnian	4	0.00%
Filipino	4	0.00%
Cambodian	3	0.00%
Braille	3	0.00%
Grand Total	247,744	100.00%

** Includes children, subjects, and other family members who had no role in the SCR report.

Data Source: Connections as of 2/20/20.

Prepared by Report Development and Analysis Unit/ORR/DPPM

ACS In Person Interpretation Requests, CY19

Language	2019 Language Services instances for In-Person Interpretation (number)
Spanish	13281
American Sign Language	1252
Chinese Mandarin / Mandarin Chinese	1035
Bangla / Bengali	657
Russian	448
Arabic	268
Creole / Haitian	221
Cantonese / Chinese	201
Urdu	141
Uzbek	135
French	118
Albanian	71
Malinke / Mandingo	67
Punjabi / Panjabi	60
Judeo-Yemeni Arabic	55
Korean	36
Modern Greek (1453-)	28
Turkish	28
Yiddish	27
Bambara	26
Fuzhou / Min Dong Chinese	21
Italian	20
Hebrew	19
Burmese	17
Portuguese	16
Vietnamese	13
Tibetan	12
Japanese	11
Polish	11
Farsi	8
Pashto / Pushto	7

Twi	7
Egyptian Arabic	6
Nepali	6
Soninke	6
Tagalog	6
Ouolof / Wolof	6
Georgian	5
Bahasa Indonesian / Indonesian	5
Pular / Poulah / Fulah	4
Mixtepec Mixtec	3
Sylhetti	3
Telegu	3
Hindi	2
Quechua	2
Serbian	2
Swahili	2
Yoruba	2
Amharic	1
Bulgarian	1
Fujianese	1
Kashmiri	1
Kichwa(Quechuan)	1
Malayalam	1
Serb-Croatian	1
Sinhalese	1
Sudhanese Arabic	1
Taiwanese	1
Ukrainian	1
Zarma	1

TOTAL 18392

ACS Telephonic Interpretation Requests, CY19

Language	2019 Language Services instances for Telephonic Interpretation (number)
SPANISH	77850
MANDARIN	6702
BENGALI	2878
RUSSIAN	1932
ARABIC	1445
CANTONESE	1224
HAITIAN CREOLE	1224
UZBEK	771
URDU	679
FRENCH	518
ALBANIAN	324
KOREAN	294
PUNJABI	286
FUZHOU	188
POLISH	155
VIETNAMESE	138
NEPALI	134
HUNGARIAN	115
MALAYALAM	102
FULANI	100
TURKISH	99
TIBETAN	73
BURMESE	70
PORTUGUESE	68
AKAN	62
ROMANIAN	57
HINDI	55
HEBREW	51
SONINKE	50
JAPANESE	46
Yemeni Arabic	44
ITALIAN	42
PASHTO	42

TAGALOG	37
MANDINGO	36
MIXTECO	33
INDONESIAN	31
THAI	30
YORUBA	30
BULGARIAN	30
GEORGIAN	29
BAMBARA	28
GUJARATI	26
MOROCCAN ARABIC	22
WOLOF	22
SERBIAN	21
UKRAINIAN	21
FUKIENESE	20
GREEK	19
FARSI	17
SYLHETTI	17
KICHE	16
TAMIL	16
AMHARIC	15
TOISHANESE	14
LINGALA	13
YIDDISH	11
ARMENIAN	9
SWAHILI	9
CAMBODIAN	8
DARI	6
SUDANESE ARABIC	5
AZERBAIJANI	5
CHIN	4
GERMAN	4
KANJOBAL	4
SYLHETI	4
MONGOLIAN	4
CROATIAN	3
EWE	3
HMONG	3
IGBO	3

LAOTIAN	2
OROMO	2
SLOVAK	2
TAJIK	2
TELUGU	2
GHEG	2
SINHALESE	2
SOMALI	2
ASSYRIAN	1
BOSNIAN	1
CZECH	1
DUTCH	1
HAUSA	1
KRIO	1
KUNAMA	1
LATVIAN	1
MARATHI	1
NAVAJO	1
Portug.Creole	1
RUNDI	1
SHANGHAINESE	1
SORANI	1
TIGRINYA	1

TOTAL

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