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 2022, disaggregated by primary language; agency contractor, contractor, or agency office [HRA only]; and assistance type required. [Add rows as needed]

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2022 Language Services instances (number)
All (See chart below for requests divided by language)	n/a	In-Person and VRI Interpretation	10,716
All (See chart below for requests divided by language)	n/a	Telephonic Interpretation	106,412
All (See chart below for requests divided by language)	n/a	Written Translation	847

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, and instead uses contracted services to provide interpretation; however, the below chart reflects the number of ACS employees who were certified bilingual in CY22 (as compared to CY21) and able to provide direct language access services in the languages in which they were certified.

Language	Number of staff
	<u>certified</u>
Spanish	79
Croatian	1
Bengali	1
Urdu	2

Haitian	6
French	4
Polish	1
Russian	5
Mandarin Chinese	2
Turkish	1
Portuguese	2
Korean	1
Albanian	1
Punjabi	1
Hindi	1
Total:	108

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

Primary language is identified and recorded in Connections records; however, if an incorrect language is initially identified for the client, the contract interpretation service notifies ACS staff and assists in correcting it in ACS records.

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 developed Translation Style Guide and Glossary for the agency, which includes 150 commonly used ACS terms. ACS periodically uses a third party reviewer to test the quality of a translation, and documents any feedback or complaints about the quality of a translation and submits the document for corrections as needed.

Charts with data for Q.1

VRI ACS Language Access Requests CY22 - Accurate

Grand Total	8423
	Grand
Language	Total
American Sign	
Language	829
Arabic	182
Bambara	21
Bangla / Bengali	272
Burmese	51
Cantonese / Chinese	84
CDI / Deaf Interpreter	156
Dari	27
Ewe	1
Farsi	15
French	100
Fuzhou / Min Dong	
Chinese	22
Garifuna	4
Georgian	1
German	1
Creole / Haitian	161
Hebrew	1
Hindi	9
Housa	2
Hungarian	5
Japanese	6
Judeo-Yemeni Arabic	16
Khmer	4
K'iche'	3
Korean	16
Malinke	1
Chinese Mandarin /	
Mandarin Chinese/ Yue	
Chinese	554
Malinke / Mandingo	10
Mixtepec Mixtec	9
	5
Nepali Polish	13
Portuguese	30
Pular / Poulah / Fulah	21
Punjabi / Panjabi	49

Russian	188
Serbian	1
Soninke	13
Spanish	5157
Sudhanese Arabic	10
Sylhetti	1
Taiwanese	1
Tajik	28
Thai	37
Tibetan	63
Turkish	6
Ukranian	3
Urdu	95
Uzbek	44
Vietnamese	15
Ouolof / Wolof	5
Zarma	75

In-Person ACS Language Access Requests CY22 - Accurate

Grand Total	2293
Language	Grand Total
American Sign	
Language	196
Arabic	12
Bangla / Bengali	85
Cantonese / Chinese	21
French	57
Fuzhou / Min Dong Chinese	1
Garifuna	1
Creole / Haitian	72
Hindi	181
Bahasa Indonesian / Indonesian	1
Chinese Mandarin /	
Mandarin Chinese	47
Malinke / Mandingo	4
Min Dong Chinese	1
Nepali	3
Polish	2
Romanian	1
Russian	30
Soninke	2
Sousou / Susu	1
Spanish	1547
Sudhanese Arabic	6
Tajik	2
Tibetan	2
Turkish	1
Urdu	5
Uzbek	10
Zarma	2

Telephonic Language Access

<u>Requests, CY22 – Language Line</u>

<u>Requests, CY22 – Langu</u>	lage Line
Grand Total:	106412
SPANISH	84113
MANDARIN	5861
BENGALI	3778
RUSSIAN	2301
HAITIAN CREOLE	1484
ARABIC	1651
CANTONESE	1165
UZBEK	1139
FRENCH	715
URDU	638
PUNJABI	307
POLISH	223
KOREAN	244
NEPALI	192
WOLOF	153
TURKISH	168
HINDI	111
ALBANIAN	116
FUZHOU	115
DARI	180
PORTUGUESE	134
UKRAINIAN	78
FULANI	75
SYLHETI	106
VIETNAMESE	75
HUNGARIAN	61
YEMENI ARABIC	95
AKAN	81
GUJARATI	50
JAPANESE	75
PASHTO	61
ROMANIAN	46
TOISHANESE	44
SUDANESE ARABIC	39
ITALIAN	40
THAI	49
FARSI	35
HEBREW	30
SONINKE	47
TAMIL	23
GEORGIAN	35
MIXTECO	26
BURMESE	155

TAGALOG19BAMBARA28TIBETAN23FUKIENESE14GREEK24INDONESIAN14LINGALA11SERBIAN11YORUBA11MANDINKA13AMHARIC9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE7BRAZILIAN6SOMALI7MALAY4BULGARIAN3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN3IGBO2DINKA1LICCANO1KRIO1ILNOANIAN1ILOCANO1KRIO1IMARATHI1		
IBETANIBETANTIBETAN23FUKIENESE14GREEK24INDONESIAN14LINGALA11SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE7BRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KICHE3SLOVAK3TELUGU3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	TAGALOG	19
FUKIENESE14GREEK24INDONESIAN14LINGALA11SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	BAMBARA	28
GREEK24INDONESIAN14LINGALA11SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIUKESE1ILOCANO1IKRIO1ILTHUANIAN5MACEDONIAN1	TIBETAN	23
INDONESIAN14IINDONESIAN11SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHUUKESE1CROANO1ILOCANO1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1ILTHUANIAN5	FUKIENESE	14
LINGALA11SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE8BRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1KRIO1KRIO1KRIO1KRIO1KACEDONIAN5	GREEK	24
SERBIAN11YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HAUSA3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ICROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	INDONESIAN	14
YORUBA11MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE8BRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	LINGALA	11
MANDINKA13AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE8RAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1KRIO1KRIO1KRIO1KRIO1	SERBIAN	11
AMHARIC9MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESE8RAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1KRIO1KRIO1KRIO1KRIO1MACEDONIAN5	YORUBA	11
MAM9SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHUNKASE1ILOCANO1KRIO1ILOCANO1KRIO1KRIO1KRIO1KRIO1MACEDONIAN5	MANDINKA	13
SWAHILI9TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1ILTHUANIAN5MACEDONIAN1	AMHARIC	9
TAJIK6MOROCCAN ARABIC6PORTUGUESEBRAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN1ILOCANO1KRIO1ILTHUANIAN5MACEDONIAN1	MAM	9
MOROCCAN ARABIC6PORTUGUESEBRAZILIANBRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	SWAHILI	9
PORTUGUESE BRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2CHUUKESE1ILOCANO1KRIO1ITHUANIAN5MACEDONIAN1	ТАЈІК	6
BRAZILIAN6SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2CHUUKESE1ICOATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	MOROCCAN ARABIC	6
SOMALI7MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2CHUUKESE1CROATIAN1ILOCANO1KRIO1KICH5MACEDONIAN1	PORTUGUESE	
MALAY4BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	BRAZILIAN	6
BULGARIAN4EWE4DUTCH3GERMAN3HAUSA3HAUSA3HMONG4KHMER3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	SOMALI	7
EWE4DUTCH3GERMAN3HAUSA3HMONG4KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	MALAY	4
DUTCH3GERMAN3HAUSA3HMONG4KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN1ILOCANO1KRIO1KIO1LITHUANIAN5MACEDONIAN1	BULGARIAN	4
GERMAN3HAUSA3HMONG4KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	EWE	4
HAUSA3HMONG4KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	DUTCH	3
HMONG4KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	GERMAN	3
KHMER3KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	HAUSA	3
KICHE3SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	HMONG	4
SLOVAK3TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	KHMER	3
TELUGU3TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	KICHE	3
TONGAN3YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	SLOVAK	3
YIDDISH3RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	TELUGU	3
RUNDI2OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	TONGAN	3
OROMO2KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	YIDDISH	3
KAREN3IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	RUNDI	2
IGBO2DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	OROMO	2
DINKA2CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	KAREN	3
CHIN HAKHA2ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	IGBO	2
ARMENIAN2BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	DINKA	2
BOSNIAN2CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	CHIN HAKHA	2
CHUUKESE1CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	ARMENIAN	2
CROATIAN1ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	BOSNIAN	2
ILOCANO1KRIO1LITHUANIAN5MACEDONIAN1	CHUUKESE	1
KRIO1LITHUANIAN5MACEDONIAN1	CROATIAN	1
LITHUANIAN 5 MACEDONIAN 1	ILOCANO	1
MACEDONIAN 1	KRIO	1
	LITHUANIAN	5
MARATHI 1	MACEDONIAN	1
	MARATHI	1

MONTENEGRIN	1
QUICHUA	1
SAMOAN	1
WENZHOUNESE	1
SORANI	1
SWEDISH	1

Total Document	
Translation Requests	
by ACS, CY22 SPANISH	393
SIMPLFIED CHINESE	55
TRADITIONAL	
CHINESE	22
BENGALI	64
RUSSIAN	50
HAITIAN CREOLE	39
ARABIC	44
UZBEK	5
FRENCH	43
URDU	39
POLISH	37
KOREAN	36
HINDI	1
FULANI	2
YEMENI ARABIC	2
ROMANIAN	1
THAI	2
TAMIL	1
GEORGIAN	1
BURMESE	2
BAMBARA	1
TIBETAN	2
ТАЈІК	1
KICHE	1
YIDDISH	3
Total:	847

Additional data: Primary Language of Persons* Involved in SCR Reports CY22

Primary Langua	age of Fersons	" involved in 5
Language	# Persons	% of Total
Albanian	24	0.0%
Amer Sign	96	0.0%
Arabic	535	0.3%
Bengali	701	0.4%
Bosnian	1	0.0%
Braille	5	0.0%
Cambodian	4	0.0%
Cantonese	224	0.1%
Chinese	225	0.1%
Creole	322	0.2%
Czech	5	0.0%
English	167714	86.1%
Ethiopian	16	0.0%
Farsi	10	0.0%
Filipino	12	0.0%
French	12	0.0%
Fujanese	20	0.1%
Fulani	30	0.0%
German	1	0.0%
Greek	10	0.0%
Gukarati	3	0.0%
	13	
Hebrew		0.0%
Hindu	29	0.0%
Italian	4	0.0%
Japanese	16	0.0%
Khmer	2	0.0%
Korean	45	0.0%
Laotian	1	0.0%
Mandarin	1058	0.5%
Multiple	1284	0.7%
Nat Am Lan	2	0.0%
Nigerianlbo	8	0.0%
Patois	3	0.0%
Polish	43	0.0%
Portuguese	15	0.0%
Punjabi	71	0.0%
Romanian	41	0.0%
Russian	448	0.2%
SerboCroat	17	0.0%
Spanish	18740	9.6%
Tagalog	5	0.0%
Unknown	2689	1.4%
Urdu	172	0.1%
Vietnamese	17	0.0%
Yiddish	31	0.0%
Total	194	884

Data Source: CNNX as of 1/30/23 ^{*} Includes languages of children, subjects, and other family members who had no role in the SCR report.